



Out of School Time Program Parent Handbook

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Welcome and Introduction

Welcome to the Urban Youth King & Queens Out of School Time Program for students in grades Pre-K - 5! We are very excited to be a part of your school community and to have you join us as we look to serve our community schools and families.

In our Out of School Time programs, parents and guardians may use our program on a consistent basis or simply as a drop-in option (*aftercare only*) from dismissal–5:45pm, where your child can participate in a number of activities, enjoy a snack, and receive homework help. Our team strives to provide a welcoming and safe environment for all children involved, and to ensure their needs are met each day. One of the most exciting things about the program is that we utilize a child directed playtime approach for our day-to-day programming so students can freely thrive in our creative environment.

For best communication, we utilize Lillio (formerly Himama), and we recommend all parents and caregivers download the app, to your electronic device so you can manage your child's account and correspond with the program staff. It is also a great tool for staying updated with any news, changes and ongoing information.

We look forward to a fun-filled school year!

Haneef N. Hill,
Founder & Executive Director
Urban Youth Kings & Queens, Inc.



Mission Statement

Urban Youth Kings and Queens (UYKQ) is a 501 (c)(3) nonprofit organization that seeks to educate and empower Philadelphia's children and adolescents through wellness, sports, and after-school programs to recognize their talents, pursue college, and become leaders in their communities.

Operating Information

UYKQ offers on-site Out of School Time program hours following the School District of Philadelphia's school year schedule. Our before care program operates daily at selected schools as early as 7:30am, until school meal service begins. Our after care program operates from dismissal through 5:45pm, Monday-Friday, This includes early dismissal days. If the school closes on an enrollment day for any reason, we do not offer refunds or exchange days. We will not offer care for the following situations:

- Inclement Weather; if school dismissed early or is canceled, after-care will be canceled for the day
- Holidays, breaks, professional development days and other days there is no school
- Emergency closures

Enrollment, Waitlist, & Withdrawal Policies

Registration can be completed online at www.urbanyouthkq.com. This will direct you to the after-care app Lillio, where you can register your child and enter all your account information, which will require additional forms that need to be completed. **there IS A \$25 NON-REFUNDABLE APPLICATION FEE REQUIRED TO ENROLL YOUR CHILD.** Your account will be automatically placed in pending status until approved by a UYKQ team member.

If there are spots available, UYKQ will review and approve the application and send an invoice for the first payment. All required documentation and the first payment must be completed before your student is fully registered and can begin the program. If there is a waitlist, you will be notified when an opening is available.



UYKQ requires a 7 day written notice when making enrollment changes for your student (ie.. *change from part-time to full- time*). Notification can be sent through the Lillio app messaging function. Payments are nonrefundable.

Sign In and Drop-Off/Pick-Up Procedures

UYKQ uses Lillio to keep track of daily attendance. Our on-site Supervisor will check all students in after they arrive at the program. Parents will have access to check students out when they are picked up, or mark a child absent when not attending the program on a scheduled day. We recommend parents submit a “Ready for Pickup” request 5 minutes prior to arrival. Each check-in and check-out is time stamped and recorded in their account.

Drop off locations to our Before Care Programs may vary by site. Parents **MUST** escort their child to the designated drop off space, to ensure the child is greeted and received by a UYKQ team member. Parents should not drop their child off around the school property or school yard without ensuring direct contact with a UYKQ team member to greet the child.

Drop off for our on-site after-care program will vary by school site. Drop-off consists of a School District of Philadelphia employee/s waiting with the after-care students until a UYKQ staff member transitions them to our after-care room. Students may also be dismissed by their teachers to a designated meeting space in the school, where students would be greeted by UYKQ staff.

If after-care is at an off-site location, students must be escorted to the designated drop-off area and greeted by a UYKQ Team member.

Children **MUST** be picked up by 5:45pm or sooner, with proper communication with UYKQ staff via Lillio app. Only individuals on the authorization form are allowed to pick a student up and this cannot be modified on-site unless a written request is sent and approved by the on-site supervisor. Any changes for authorized pickup should be done prior to arrival, so UYKQ Team members can plan accordingly. All individuals picking up students must present with a proper photo ID.

Students picked up after 5:45pm will be considered late and late fees will be assessed. All fees must be paid through the online account before the student can return. All notifications and requests can be sent to your site-supervisor through the Lillio app. Students must be picked up, they cannot walk home.

Sample Daily Schedule

UYKQ Out of School Time programs promote a healthy balance between school, physical fitness, open play, and enrichment activities. A typical schedule looks like this:

Before Care:

- Arrival Drop-off 7:30 am (parent/guardian to UYKQ Staff)
- Inside Free Play stations: drawing, playing with blocks, choice read, quiet time
- Dismissed to school-provided breakfast 8:30am

After Care:

Regular Dismissal:

- Dismissal Drop-off (school to on-site after care)
- Homework Assistance/Quiet Time: 30 min
- Snack & Bathroom Break: 20 min
- Outside/Recreational Play/Specialized Programming (weather permitting): 40-60 min
- Inside Free Play stations: 30 min

**Scheduled Activities & Guest Speakers will be added occasionally and indicated on the Lillio activities schedule

½ Day Dismissal

Same as the regular day but students will have the option to add in:

- A Children's Movie
- Additional Scheduled Activities
- Additional Outside Play (weather-permitting)
- Structured play games

Supplies & Snacks

UYKQ will provide supplies for play stations and organized activities led by our Group Leaders. We ask all parents to pack the appropriate supplies to complete homework and school projects.

UYKQ will provide healthy snack options provided by the School District of Philadelphia. Parents are able to pack preferred snack options for their child if the student has special preferences. To avoid accidental exposure, please list all allergies in the registration paperwork.

Sick Days & Scheduled Interruptions

If your child is showing any symptoms of being sick, please keep them home so they do not expose other students and staff who can become affected. If your child will not attend Out of School Time programming on a scheduled day for any reason, please notify our staff in advance. All notifications can be sent to the site supervisor through Lillio app, or you can mark your child "Absent" through the Lillio app.

Homework & Activities

Our morning Out of School Time program will provide a safe and structured morning environment to allow students time to transition before they begin their regular school day. Students will be able to enjoy quiet time, while also having the flexibility of board games, art activities, casual reading and more.

Our afternoon Out of School Time programs will provide a structured schedule and quiet space for students to complete their homework with the assistance from our staff. UYKQ staff will make every effort to effectively complete this task. If a student doesn't have any or refuses to do their homework we will ask them to observe quiet time. If the child refuses to observe quiet time, the student will be removed from the area and transitioned to a supervised secondary space. Parents and guardians will be notified if this becomes an ongoing issue.

UYKQ believes it is beneficial in providing our students with child-directed playtime after a long school day. This involves offering different organized free play options where students can move around to different play stations or stay in one place and focus on their choice of interest. On occasion, organized activities and guest appearances will be offered. Activities can range from Sports, Recreational Play, STEAM, Culinary, Board Games and more. UYKQ partners with outside programs to offer a variety of additional programming activities to enhance each student's overall experience.

All students will be supervised by on-site staff at all times.

Code of Conduct, Discipline Procedures, & Child Safety

Code of Conduct

Families and Students:

- Students and families must adhere to a code of conduct. Minor infractions that cause inappropriate disturbances or major infractions that cause major and excessive disruptions will be addressed on an as needed basis and evaluated by staff members. All infractions should be documented and addressed with the on-site supervisor so notes can be logged in the students account and parents and guardians will be notified.

UYKQ Staff:

- All staff members are required to provide clearances and certifications along with receiving staff Orientation, to go over policies and procedures. UYKQ's Out of School Time program is designed to offer a nurturing environment where positive relationships are formed.

Discipline Procedure:

Please review the following general rules and disciplinary consequences that will guide the program. It is imperative that students, families, and staff understand the expectations of the program as well as the potential consequences. We ask that you discuss the information listed below with your on-site supervisor if you have any questions.

General rules for students:

- Follow UYKQ's Code of Conduct policy
- Abide by UYKQ's behavior expectations guidelines
- Show respect to staff, guest, and fellow students at all times
- Always use respectful language when addressing staff, guest and students
- Always follow instructions set forth by staff
- Demonstrate responsible care of school property, supplies, and equipment
- No disruptive or aggressive behavior, including verbal and physical aggressive behaviors, will be tolerated.

- Comply with any and all rules and guidelines set forth by UYKQ Out of School Time program staff.
- No use of electronic devices unless permitted

Please note that a student may be dismissed or expelled from the program due to violation of program rules.

Questions, comments, complaints, and infractions of any kind should be sent to hhill@uykq.org.

Child Safety

Under Pennsylvania Law, Urban Youth Kings & Queens Inc. and its staff/volunteers are mandated reporters. If a child discloses any information to any employee or volunteer indicating that he/she is/has been abused by someone or if abuse is suspected, it is our responsibility to report this.

All employees and volunteers are required and authorized to report suspected or known child abuse or neglect to the Site Supervisor, Program Manager, and/or the Executive Director. In an urgent situation, the staff member, Program Manager, or Executive Director will immediately contact ChildWelfare office and follow any required steps thereafter. Complete responsibility and authority for investigation of the suspected abuse or neglect rests with DHS and/or law enforcement officials.

Billing, Rates, and Fees

Parents and guardians will be able to access their students' accounts at any time on the Lillio app. Invoices will be sent out 12 days prior to the start of the next monthly cycle and will be due 3 days before the new monthly cycle. For your ease, we recommend ACH autopay on the Lillio app as your form of payment. Other payment options include credit card (through Lillio). UYKQ will not accept other forms of electronic payments or cash for the Out of School Time programs.

EFFECTIVE AUG 3, 2026

UYKQ will be enabling a feature on the Lillio Billing app that enforces the autopay function on your behalf. This means that on the **Due Date**, Invoices will be sent to you automatically and a payment transaction will be initiated automatically via your saved payment method in the app.

After Care Rates:

FT AfterCare Monthly (4-5 days/week) <i>Due 3 days prior to new monthly cycle</i>	PT AfterCare Monthly (3 days/week) <i>Due 3 days prior to new monthly cycle</i>	1 Day AfterCare Monthly (1 set day/week) <i>Due 3 days prior to new monthly cycle</i>
\$300	\$180	\$60

Before Care Rates:

Monthly Before Care (only) <i>Due 3 days prior to new monthly cycle</i>	Monthly Before Care (child enrolled in After Care) <i>Due 3 days prior to new monthly cycle</i>
\$100	\$50 + After Care Fee

Fees:

We have a 2 day grace period (due date plus one day) before a late fee is added to the account in the amount of 20% or \$10, whichever is greater. If the payment is going to be paid while in past due status, even within the grace period, notification must be sent through Lillio, otherwise your student will not be able to attend after-care. **All fees are subject to change.**

If a student is picked up after 5:45pm, UYKQ will charge the account \$1/minute per student for the first 2 late pick-ups, then \$5 per minute after the second time moving forward. The charges will be added to the account on the same day and the charges must be paid in full before the student returns to after-care.

Repeated Late Pick-Ups:

- 1 late pick-up a verbal reminder of pick-up time, fee is \$1 per minute.
- 2 late pick-ups an email will be sent stating it is the second late pick-up, last warning before the fee moves to \$5 per minute.
- 3 late pick-ups an email will be sent stating this is the third late pick-up and fee is now \$5 per minute.
- 4 late pick-ups a meeting with administration will be set; fee is \$5 per minute.
- 5 late pick-ups will result in student no longer being allowed in aftercare; fee is \$5 per minute

Enrollment days cannot be switched in the middle of a billing cycle. Drop-in days can be added (**\$25** fee - regular dismissal; **\$50** fee - 12pm (early dismissal) with an advance notice, payment, and approval by sending a new message in Lillio titled “Drop-In Day”. Enrollment changes require a minimum of 7 days’ notice and will take effect in the upcoming billing cycle.

Emergency Procedures

Evacuation or Fire Drill

UYKQ staff will be required to complete a headcount prior to exiting the building and upon arrival at designated safe zones. If it’s a drill: re-enter building upon clearance from professional services, i.e. Firemen, Police, Utilities workers or site liaison etc. In the case of a real emergency or disaster, parents will be contacted for immediate pick-up.

Medical Treatment/First Aid

UYKQ offers annual First Aid and CPR training to staff and/or volunteers. First Aid will be administered immediately to any child who suffers a minor injury. In the event of a serious injury, the parents will be contacted without delay. An ambulance may be called if such action is deemed necessary.

UYKQ will not provide any pain or fever medications. Additionally, staff is not permitted to administer any medications. Parents may bring medications to the office/site for UYKQ staff to supervise administration of medication. Parents must provide, in writing,

specific instructions for dosage and frequency of any medication. The child must be able to take medication with adult supervision.

Parent Communications

UYKQ Out of School Time program will use Lillio throughout the school year. Parents and/or guardians will receive notifications in the primary form of text and email through the Lillio app. We will also share any incident reports, pictures, videos, newsletters and send reminders through the app.

Non-discriminatory Policy

UYKQ welcomes all children and volunteers. UYKQ does not discriminate on the basis of race, ethnicity, religion, skin color, national origin, gender, or sexual identity.

Confidentiality

Participants in UYKQ programs have the right to confidentiality and privacy. This means we will not share any of your child's personal information unless you give us written permission to do so. There are instances, however, when we would need to break confidentiality. These instances would be if your child lets us know that they were being hurt by someone (physical, sexual or emotional abuse) or if they or any member of your family indicated that they wanted to hurt themselves or someone else.

Technology Policy

UYKQ is pleased to allow the use of Computers/Laptops, including access to the Internet, for leisure and educational purposes based on programming. Access to the internet is available and supervised. All work must relate specifically to projects and/or information needed to complete a task and must relate in a positive manner to the organization's mission. Failure to do this may result in the child losing the privilege to use technology while in the program. Everyone should be aware that some material accessible via the Internet may contain items that are illegal, defamatory, inaccurate, or potentially offensive to some people.

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UYKQ reserves the right to modify, edit, and update on an as-needed basis throughout the school year without prior notification.