



# BEAT THE STREET

**EMPOWERING YOUTH TO SUCCEED**

## Parent Handbook

2016-2017

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[www.byrdhouse.org](http://www.byrdhouse.org)

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Dear Participants and Parents,

Welcome to Beat the Street program. This handbook is designed to provide you with needed information to make your experience at Beat the Street as fulfilling as possible. Please read and become familiar with this handbook. If you have any questions and/or comments, please feel free to call the office at (678) 423-3200.

## **Program overview**

The goals of the Beat the Street program is to help participants develop skills that will do the following:

- Enhance our participant's ability to reach independence
- Enhance our participant's understanding of self-sufficiency and financial independence
- Help participant's master additional tools needed to reach greater potential
- Enhance social skills, self-esteem and life skills
- Increase academic ability

Beat The Street staff, volunteers, and tutors help our participants reach the above goals.

## **OUR MISSION**

Beat The Street empowers youth to succeed by providing case management and therapeutic services and combining educational interventions with a variety of recreational, social, health, and career programs.

## **Program Goals**

- Increase Academic Ability
- Develop Positive Socialization Skills
- Development Self Esteem & Give Empowerment
- Provide Family Dynamic Skills to Enhance Mutual Family Attachment & Warmth

## **Registration**

Registration consists of two parts: participant information forms and payment. Parents are required to complete the participant information forms in order for

their child/ren to attend the Beat The Street afterschool program. Two weeks before school has started, parents can fill out/turn in their child's participant information forms at the B.Y.R.D. House office. Children must be registered and payments must be received before the child may attend. Scholarships are available on a first come first serve basis. There is a \$25.00 application fee.

## **Payment Procedures**

- Beat The Street holds sessions on school days when school is in session.
- Registration and payment must be completed in advance of the first participation.
- Weekly discounted rates are available for more than one child in a family.
- Registration forms, including specific days being paid for, must be filled out with each payment by the parent or guardian. Your cooperation will assist our staff in accurately enrolling your child.
- In order to ensure accuracy, please do not send payments to Beat The Street center with your child, they will not be accepted.
- Once payment has been received, credits or refunds will not be issued for days your child is unable to attend Beat The Street.
- Financial assistance is available. Please see your Beat The Street instructor or call 678-423-3200.
- Please pay by check, credit card, money order, or cash. Please make checks and money orders payable to B.Y.R.D. House.
- We recommend that you save your receipts for tax purposes. B.Y.R.D. House does not automatically issue an end-of-year statement.
- Weekly rates are currently \$25.00 per week. With additional child \$15.00

## **Nonpayment**

- Payments are due by the Wednesday prior to the week the child is attending.
- The child will be unable to attend Beat The Street until all unpaid balances are paid. Additionally, the current week must be paid in full. If your child is unable to attend Beat The Street due to nonpayment and is dropped off at Beat The Street, they will be escorted to the office. The office will then follow its procedures, which may include contacting the proper authorities and transporting the child if they are unable to contact parents.

- If the account is left unpaid, the family will be placed on the nonpayment list and all family members will be unable to participate in any programs until the account is paid in full.
- We understand that children may come from a situation where parents are separated, divorced, or currently seeking a divorce. It is the responsibility of the parent who registered the child for the program to keep all payments up to date. If the account is left unpaid, the child will not be allowed to participate in Beat The Street Program regardless of which parent is responsible for the balance.
- A returned check or declined credit card is considered nonpayment and the parent will immediately be placed on the nonpayment list. For repeat offenders, we reserve the right to place customers on a cash-only basis.

### **Declined Credit Cards**

- Declined credit cards are considered a nonpayment. Staff will contact the customer directly if the credit card number for a transaction is declined. Customers will be given one business day to provide another credit card number or to pay with an alternative form of payment. If the payment is not resolved after one business day, all enrollments will be blocked and the amount owed will be placed on the account.
- In response to a pattern of declined credit cards, patrons may be placed on a cash-only basis.
- If a balance is due, patrons may pay in full Monday through Friday at our office.

### **Collections**

- Monthly invoices will be sent to patrons with balances due on their accounts. Once a balance is over 90 days, a letter will be sent notifying the patron that they must pay in full within three weeks, contact staff to establish a payment plan, or dispute the amount due. Any disputed balances will be investigated within five business days, but patrons will not be able to enroll in classes or programs during this time. Patrons defaulting on payment plans or with accounts remaining delinquent will be sent to collections.

## **DURATION AND TIME COMMITMENT**

Beat The Street program is conducted during the Coweta County Calendar School Year/ 9 months. Beat The Street only meets on school days that participant's attend school. Beat The Street is closed according to Coweta County School Calendar for holidays, teacher work days, and inclement weather ([www.cowetaschools.org](http://www.cowetaschools.org)).

### **Schedule**

- Monday-Thursday 4:30 p.m. - 7:30 p.m.
- 4:30 p.m. – 6:00 p.m. Tutoring & Mentoring
- 6:00 p.m. - 6:30 p.m. Meal Time
- 6:30 p.m. - 7:30 p.m. Life Skills Group

### **Participant's Expectations**

- Turn in weekly school progress reports (Every Monday, to be completed by participant's teacher: sometimes teachers will not complete this check with your school regarding parent portal and print out the report).
- Turn In weekly home behavior goal sheets (Every Monday, parents are expected to rate honestly).
- Set weekly developmental goals
- To attend daily (if unexcused absent for a consecutive 30 days and/or excessive absences, client will be terminated from program for that school year).
- Maintain a C average in all subjects (probation for 1<sup>st</sup> offense until next report card, with opportunity for fair hearing). Students who do not meet this requirement by the following report card period will be required to meet with the Director of the program and may be terminated from the program for that school year.
- Demonstrate positive behavior while participating in BTS

**IF FOR SOME REASON YOUR CHILD HAS NOT BEEN ABLE TO ABIDE BY THE ABOVE RULES, PARENTS HAVE BEEN CONTACTED, AND STAFF HAS TRIED TO ASSIST AND YOUR CHILD HAS BEEN UNWILLING TO COMPLY THEY WILL BE WITHDRAWN FROM THE PROGRAM.**

## **Parent's Expectations**

- To complete weekly Home Behavior Goal Sheets for Child(ren)
- To donate at least one meal per month
- To drop-off and pick-up child on time (safety issue)
- To participate in monthly Home Visit with BTS case manager
- To inform BTS case manager of participant's absence from program
- To inform tutor of academic areas their child is having difficulty
- To volunteer with the program
- **Please come in and sign your child in and out**

**IN ORDER FOR YOU CHILD TO REMAIN IN THE PROGRAM YOU MUST ABIDE BY THE ABOVE EXPECTATIONS.**

## **Program Staff Expectation**

- Provide participants with tutoring & mentoring services  
Our approach is to begin instruction at levels that will insure success. Participants are provided with assessments and tests to find out their current academic and social needs.
- Conduct monthly home visits  
We schedule monthly conferences/home visits to discuss progress at school, at home, and at Beat the Street. During each conference, we discuss the goals we have set and what your child has achieved. We'll discuss the successes, as well as the challenges that he/she is facing academically. While each conference/home visit duration will depend on the topics and your questions, typically conferences last about one hour.
- Conduct monthly school visits  
By working together with the school, we can collectively provide the attention and guidance your child deserves. With your permission, we will call, email, or visit with your child's teacher and guidance counselors for feedback in assisting the participant.
- Help participant set monthly goals

Our participants will be given an opportunity to set a monthly goal for themselves. The case manager will discuss with the client, the goals they have set and whether or not they've achieved their goal by the end of that month. Participants will be asked to prove that their goal was accomplished.

- **Case Management**  
Each family will be provided with case management services provided by the BTS case manager. Case management services are private and confidential.
- **Provide monthly recreational activities**  
Participants need at least 80% score on home behavioral goal sheet and weekly points to go on the recreational activity. Behavioral goal sheet is required to be scored truthfully and realistically by parent/guardian in order to be valid for activity purposes. If a student continually turns in perfect scores weekly they will not receive credit.
- **Arrange monthly parent night**  
Beat the Street will conduct a monthly parent night. Parents will be notified during the school year with dates and times.
- **Arrange Thursday guest presenters**  
There will be a scheduled guest presenter each Thursday at 5pm. We ask that participants attend on time on these days.

## **CODE OF CONDUCT**

All rules are strictly enforced. Any participant who violates the code of conduct will be suspended (length of time depends on the incident). Each participant will be given the following:

- 1<sup>st</sup> –Warning
- 2<sup>nd</sup>-Call to parent
- 3<sup>rd</sup>-sent home-suspended

Depending on the participant behavior they can reach the 3<sup>rd</sup> infraction in the same day if they choose not to manage behavior.



**Should a child have excessive negative behavior on a given day and/or a parent not respond to telephone calls to help manage their child \$5.00 will be deducted from their savings account.**

EVERY MEMBER OF BEAT THE STREET HAS THE RIGHT:

- To feel safe
- To learn to the best of their ability
- To be treated with dignity and respect

In order to preserve these rights we have as an agency created the following rules:

### **GENERAL RULES**

WE treat ourselves, others, and our space with respect.  
WE are all responsible for our own actions.

### **MOVEMENT/SAFETY**

WE move calmly, quietly and safely  
WE use up and down stairs  
WE walk on the right  
WE give way to smaller participants

### **BATHROOM**

WE act safely in the bathroom  
WE respect privacy  
WE keep the bathrooms clean at all times  
WE use bathrooms at scheduled time unless there is an emergency

### **MEAL TIME**

WE eat quietly  
WE stay seated and use good manners  
WE clean up after ourselves

### **DURING PRESENTATIONS**

WE enter and exit the area quietly  
WE clap and ask questions when appropriate  
WE stay seated and quiet

## **NOT ALLOWED**

Gum is not allowed in classroom

Sunflower seeds are not allowed in the classroom

Cell phones, iPods and personal stereos are not allowed to be used during tutoring and group.

Vandalism is not tolerated. The responsible participant must pay for the cost of any damage to property or other participant's property including books and personal items.

## **STRICTLY PROHIBITED**

- Participants are not to leave the agency's grounds without permission.
- BTS will not accept any form of violence or behavior that endangers self or others.
- No smoking, consumption of alcohol or drugs on property.
- No Inappropriate language
- No stealing
- Any form of non-compliance

## **Telephone Use**

Telephones are used for business use only. Participants are allowed to use the office phone in cases of an emergency.

## **Mandated Reporting**

Any suspected abuse or neglect by staff/volunteers/parents or other persons will be reported to the proper authorities.

## **Medical Release**

If a child has any illness or condition that necessitates taking medication during program hours, it is preferable that the child not participate in the program until he/she completely recovers from the illness or condition. At the risk of infecting others, health services recommend that if any one of the following symptoms are present, the child should stay home:

If a child has an illness or medical condition that is contagious, communicable or requires special attention, we ask that the participant stay at home until they are completely recovered. We may also require a doctor's release in some cases

- Elevated temperature
- Diarrhea
- Persistent headache
- Inflamed sore throat
- Nausea/vomiting
- Unexplained rash
- Wheezing
- Earache

We do not administer any prescribed medication.

## **Rewards**

Participants will earn rewards during the course of the program. Along with this, they each will have a savings account and deposits will be made as follows:

- .25 a day for attendance
- \$1.00 weekly home behavior sheet turned in
- \$1.00 weekly school progress report turned in
- \$1.00 per "B" and above classes per quarter

Participants will receive weekly half sheets that will provide them with behavioral areas to work on, weekly attendance, weekly points in class, home behavior goal sheet points and whether or not a school progress report was turned in, the total paid for the week and the total in their account.

**EXCESSIVE NEGATIVE BEHAVIOR WILL CAUSE MONEY TO BE DEDUCTED FROM YOUR SAVINGS ACCOUNT.**

**PLEASE REMEMBER THAT YOU ARE ONLY ENTITLED TO YOUR SAVINGS ACCOUNT IF YOU COMPLETE THE PROGRAM. SHOULD YOU WITHDRAW FROM THE**

**PROGRAM OR BE TERMINATED FROM THE PROGRAM THE AMOUNT IN YOUR ACCOUNT WILL GO BACK TO B.Y.R.D. HOUSE GENERAL ACCOUNT.**

## **Other rewards**

- Motivational Pins
- Certificates
- Recreational Activities
- Behavior Bucks
- Student Recognition

## **GRIEVANCE POLICY**

Situations may occur where a parent believes that the fair and consistent application of a policy affecting him or her has not been followed. In most cases, B.Y.R.D. House expects that the parent will be able to satisfactorily address such concerns with staff. However, when a recent or continuing problem has not been resolved with staff, B.Y.R.D. House wishes to provide parents an alternative vehicle for doing so. No parent shall be subjected to discrimination or adverse treatment for participating in a grievance procedure.

A “basic grievance” is defined as a claim that B.Y.R.D. House has violated a published policy in the manner in which a parent was treated. Basic grievances do not involve claims of:

Possible discrimination on the basis of race, color, sex (including sexual harassment or sexual orientation), religion, creed, age, handicap, national origin, or status as a veteran. Parents wishing to pursue claims of such discrimination must follow procedures for discrimination.

The Office of Human Resources will determine whether or not a dispute is within the scope of this policy.

A parent who feels that he or she has been treated unfairly by an interpretation or application of B.Y.R.D. House’s practices or actions may file a grievance.

The procedure is as follows:

- A parent is expected to consult first with staff regarding any action, occurrence or attitude, either expressed or implied, which is perceived as unfair or inequitable on the job. If a satisfactory agreement or resolution cannot be made through regular channels, the parent may appeal to his or her staff's immediate supervisor in writing with a copy to the staff.
- If an parent files a written grievance and no resolution is reached within ten working days after the grievance is received, the parent may file the written grievance with the Executive Director (or his/her designee). The Executive Director or his/her designee must respond to the grievance within 20 working days. The decision of the Executive Director or his/her designee will be final.

**Acknowledgement of receipt of 2015-2016 Beat the Street handbook for parents**

I acknowledge that I have gone over the Beat the Street parent handbook on the date listed below. I understand that I am expected to read the entire handbook. I am aware that I can also print a copy from the website to keep in my files.

I understand that this handbook contains important information that pertains to the welfare of my child that is participating in the Beat the Street program for 2015-2016 school year.

I understand that it is my responsibility to comply with the policies contained in this handbook and any revisions made to it.

\_\_\_\_\_  
Signature of parent/guardian

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent /guardian name printed

\_\_\_\_\_  
**B.Y.R.D. HOUSE STAFF**

\_\_\_\_\_  
**Date**