

Jamestown Community Center

Family Handbook



The Jamestown
Community Center

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Welcome! Bienvenidos!

Dear Jamestown Families,

It is a pleasure to welcome you to the Jamestown Community Center! We look forward to a mutually-rewarding relationship with all participants and families.

Jamestown is very excited to welcome you and your family to our programs! We invite you to learn more about the Jamestown Commitment and Culture. In this Family Handbook we hope to formally introduce you to all our programs, participant expectations, events, and opportunities for us all to learn and grow together.

At the Jamestown Community Center, our mission is to accompany youth and their families on their path to realize their full potential as powerful and healthy members of society, through transformative youth development services rooted in our community's cultural and artistic traditions. We also focus on creating a consistent and coherent set of student supports across the school day and after school to help students build the academic, and social-emotional skills that are critical to their success.

Please take the time to familiarize yourself with the contents of this Handbook, which is designed to provide important details about Jamestown. In these next pages, you will find a lot of information for your family to get most out of your experience.

If you have questions, please feel free to contact the Jamestown office by calling 415-647-4709, emailing us at info@jamestownsf.org or by visiting our office!

Myrna Melgar

Executive Director



Contact Information

Administrative Offices

2929 - 19th Street
San Francisco, CA 94110
415-647-4709
info@jamestownsfc.org

- Teen Programs: Kevin Ortiz (KevinO@jamestownsfc.org)
- Parent Organizing: Irma Nuñez (IrmaN@jamestownsfc.org)
- Arts Program: Audrey Ingalls (Audrey@locobloco.org)
- Sports: Ariel Esqueda (Ariel@jamestownsfc.org)
- Billing: Evelyn Davison (info@jamestownsfc.org)

→ Not sure who to contact? Call 415-647-4709 and you will be directed to the person you need!

Program Locations

César Chávez Elementary - 825 Shotwell, San Francisco, CA 94110

415-695-3015

Beacon Director: Liliana Santos (Lilianas@jamestownsfc.org)

Extended Learning Manager: Selene Coss (selenec@jamestownsfc.org):

- Phoenix Risers: 7am- start of school day
- Afterschool: until 6:00pm every day when school is in session

Buena Vista Horace Mann K-8 - 3351 23rd Street, San Francisco, CA 94110

209-418-3267

Beacon Director: Alberto Martinez (AlbertoM@jamestownsfc.org)

Extended Learning Manager: Nancy Hernandez (NancyH@jamestownsfc.org)

- Phoenix Risers: 7am- start of school day
- Afterschool: until 6:45pm every day when school is in session (6pm on Thurs., for early release)

James Lick Middle School - 1220 Noe Street, San Francisco, CA 94114

415-370-3159

Beacon Director: Anttwan Stanberry (AnttwanS@jamestownsfc.org)

Extended Learning Manager: Antonio Tellez (AntonioT@jamestownsfc.org)

- Afterschool: until 6:30pm every day when school is in session

Longfellow Elementary School - 755 Morse Street, San Francisco, CA 94112

650-488-7159 or (415) 469-4730 ext. 1027

Extended Learning Manager: Gabriela Amezquita (GabrielaA@jamestownsfc.org)

- Phoenix Risers: 7am- start of school day
- Afterschool: until 6:00pm every day when school is in session



About Jamestown

For over 45 years, the Jamestown Community Center has been providing learning opportunities and safe spaces for young people in San Francisco's Mission District. Our programs include tutoring, before and after school academic enrichment, summer programs, social/emotional support, sports, youth workforce, parent leadership development and organizing, and Afro-Latino arts education and performance.

Jamestown's mission is to accompany youth and their families on their path to realize their full potential as powerful and healthy members of society, through transformative youth development, rooted in the cultural and artistic traditions of our communities. For over 45 years, Jamestown has been creating safe havens for youth to learn, play and develop outside of the traditional school day. Jamestown serves over 2,000 K-12 youth yearly with youth development-based afterschool, summer, academic, tutoring, social emotional peer support, counseling, sports, leadership and employment programs. Jamestown partners with four San Francisco Unified School District sites: Cesar Chavez Elementary, James Lick Middle School, Longfellow Elementary, and Buena Vista Horace Mann K-8. Jamestown leverages the talents, experience and resources currently employed across its four public school sites and its robust network of partnerships to provide its proven brand of culturally competent afterschool and summer programs and parent engagement activities.

Jamestown and Loco Bloco formally merged on July 1, 2018. Both youth development organizations have long track records of providing enriching, high quality programming to youth to promote their healthy transition into adulthood. We chose to merge because of our shared commitment to youth development, our shared love for the Mission community, and our shared experience in developing leadership among low income youth and families. The excellence Loco Bloco brings to arts programming and performance, and the expertise Jamestown brings to academic enrichment and youth development, coupled with our long history of mutual collaboration will lead to a better, stronger, more efficient and sustainable organization.

Jamestown's participants and their families represent the racial, ethnic, and economical diverse community in which they live and attend school. Jamestown's strategy is to serve a core group of neighborhood youth with multiple, high-impact programs as they grow through a full range of after-school and summer programs designed to help them transition from children into confident young adults. This focus on depth and longevity has created a bond between Jamestown and the youth and families it serves. As a result, Jamestown is able to remain continuously responsive to new and emerging needs of young people in our community, and to strengthen and expand our programs accordingly.



Mission

Jamestown's mission is to accompany youth and their families on their path to realize their full potential as powerful and healthy members of society, through transformative youth development, rooted in the cultural and artistic traditions of our communities.

Vision

Jamestown envisions a community in which our youth are self-empowered through education and artistic expression, have overcome discrimination, and contribute to positive change in their communities.

Core Values

Jamestown values strong, caring relationships as a critical components of providing responsive, high-quality, compassionate services to the community. We strive to accomplish this through our Core Values:

- Accountability
- Artivism
- Education
- Family
- Inclusion
- Grit
- Health
- Social Justice
- Tradition

Communication, Calendars and Events

Keep Us Informed

We understand family situations change unexpectedly sometimes. Please let us know of illness, move, appointments, changes in pick-up or drop-off schedule, etc. as soon as possible. We will always be prepared to support you if we are informed of your needs. If you have a concern about your child, talk to their afterschool teacher or the program coordinator. We value positive, effective and child-supportive communication and maintain confidentiality. We are also Mandated Reporters by California law (we report any known or suspected instances of child abuse or neglect to the SF Family and Children's Services), and promise to do our best to work together with youth and parents in a positive and productive way.

Jamestown Website

Our website (www.jamestownsf.org) is a comprehensive source including staff contact information, program registration, online payments, and explanations of our philosophy and educational approach. You will also find a soccer calendar of game times and locations. We encourage you to check it out!

Informational Flyers

These will come home with your child when important announcements are immediate. Please check your child's backpack regularly. Sometimes there will be a permission slip or other forms to sign, and sometimes we'll send home news or special requests for supplies.

Jamestown News - School Newsletter

Your school newsletters will always have most updated program information and upcoming events Jamestown has to offer. Please read your local school newsletter!

Events

- Jamestown New School Year Orientations take place in August
- ReclaMisión takes place on November 2
- Winter Showcase takes place in December
- Spring Resource Fair take place in March
- Spring Showcase takes place in early/mid May
- Summer Programs Parent Orientations take place in May
- Carnaval takes place in May during Memorial Day weekend
- Atletas Banquet takes place May/June

Calendar

We follow the San Francisco Unified District's academic calendar. Our programs are in effect when school is open for session. Please reference your SFUSD school calendar.



Our Commitment and Organizational Culture

For over 45 years, Jamestown has always provided its services for the whole family with commitment and passion. Proven strategies we focus on are around Youth Development and Leadership Development. Jamestown provides both families and youth with as many positive experiences as they need in order to grow up healthy and productive. To accomplish this, Jamestown has consistently provided this culture for everyone the moment they step into our programs.

Parents

Jamestown is dedicated to increasing leadership development opportunities for parents through training, school activism and an intentional framework of building our parent community. The ability to be active in one's community and exercise leadership is an integral component of Jamestown's youth development framework. Parents are the most important models of this. For many low income Latino parents, the economic realities of living and raising children in the City, coupled with lack of social supports and relationships, make community and school involvement difficult. Jamestown's Parent Organizing model combines deep relationship building, coupled with comprehensive, culturally appropriate and relevant information about services available to families through our community partners, parenting training reinforcing social/emotional skills and practices, navigating developmental stages, and leadership development through skill building and practice.

Youth

Our commitment to youth is the root of our work. We use well-researched youth development theory and practice as the underlying framework for program design, implementation, and evaluation. This approach emphasizes young people's resilience in the face of challenges and recognizes their natural urge to grow up to be successful adults.

We offer youth the opportunity to participate in Jamestown year after year to deepen their engagement. Youth are encouraged to join more than one Jamestown program. As young people and their families become further immersed in the organization, they develop strong relationships with our staff, allowing us to continuously respond to their needs.

Jamestown aims to keep youth safe, active, learning, and involved. Ultimately, we hope to watch our youth graduate from both high school and from Jamestown.

Jamestown's hiring, training and retention procedures are designed to maximize culturally and linguistically competent youth development support. Jamestown has a long and robust history of hiring from within the community it serves.



Program Descriptions & Highlights

Extended Learning Programs

Morning Program: Phoenix Risers (K-5): From 7am to the start of the school day every day school is in session. Every morning, youth spend time doing homework and engaging in varied activities and projects to develop their creativity, build literacy skills, and reinforce cooperation.

After School Program: Si Se Puede (K-2), Brain Soup (3-5 grades), After School Explorations (6-8): Every day after school, youth in K-2 do homework and engage in varied activities and projects to develop their creativity, build literacy skills, and reinforce cooperation. Youth in 3rd-5th grade participate in homework help, recreation and a literacy-infused enrichment class of their choice, such as theater, dance, art, cooking, and life science. Youth in 6th – 8th grade participate a minimum of three days per week, enjoying leadership development, homework help, skateboarding, recreation and cooking.

Tutoring: Youth participate in tutoring sessions for 1 hour, twice a week with trained tutors. Youth must meet program requirements to participate.

Treehouse: Treehouse offers weekly social support groups to youth at our BVHM, James Lick and Cesar Chavez sites. Our trained group facilitators develop youth socially and emotionally while building trusting, meaningful relationships. Jamestown staff coordinates with our school partners to identify the participants most in need of this service.

Art/Artivism Education by Loco Bloco

Our **Art/Artivism education programs** deliver Afro-Latino **drumming, dance and stilt walking** classes for youth ages 3-24 and their families during in-school and out-of-school time, year round. All classes culminate in student performances during Loco Bloco's original productions and other community events.

Carnaval: Loco Bloco's annual Carnaval contingent brings together over 300 youth, families and community artists to present spectacular new music and dance compositions and stunning visuals at the Carnaval San Francisco parade and festival. Our Carnaval program begins in February and runs until the parade which occurs on the last Sunday of May. Adult family members of youth and children enrolled in this program are welcome to register for classes and join in the fun. Loco Bloco is regularly awarded Overall Prizes by Carnaval SF, beating out many professional, adult groups.

ReclaMisión: This is an annual community event celebrating Dia de los Muertos produced by Loco Bloco. The event brings together professional artists from Calle 24 organizations with neighborhood youth and families to reclaim the traditions of Dia de los Muertos in the Mission. With a focus on education, live performance, interactive art and creating a sacred space, this uniquely SF-Mission event fuses Meso-American traditions with modern social justice practices and customs for honoring our ancestors and death to create a celebration of life.



Original Theater Productions: Scripts based on current social justice issues identified by youth in our Arts/Artivism Education programs, are created and infused with original music and dance to create full-length productions. Under the direction of professional artists, these works are professionally presented to our community.

Performing Ensemble: Our Performing Ensemble brings together our most advanced students with our instructors and professional community artists to create and perform original music, dance and theater fusing Afro-Latino traditions with our own Bay Area and Mission district cultural-arts forms. Loco Bloco performs at over 40 civic, cultural and community events, regularly provides the energy and rhythm to support many important social actions and has toured internationally.

Teaching Artists In Training (TAT): This program is offered to high school students and Transitional-Aged Youth (18-24) who are motivated to gain the skills and experience necessary to become an effective, professional, community Teaching Artist and learn how to use the arts as a tool for social change. TATs work under the direct mentorship of lead artistic staff and master Teaching Artists and receive training and individual coaching in the best practices and principles of arts education, creative youth development and Artivism as well as hands-on experience serving as a teaching assistant within our Carnival program. Upon completion of the program, all TATs receive an official certification of training and a stipend.

Camps

Vacation Camps (K-5): From 9-5pm during camp length, usually 5 days (not including Legal Holidays). Aligned to our successful Summer Playhouse model, Fall, Winter and Spring Camps are available for students during school breaks for a per-day flat fee per student. Participants have the opportunities to engage in enrichment activities such as dance, science, art, media, cooking, and sports. Participants also explore their surroundings with field trips that link to activities aligned to camp themes.

Summer Playhouse (K-5): Our 6-8 week programs offer sports, literacy-infused enrichment activities, academic, visual and performing arts-based classes.

Summer Voyage (6-8): This summer learning program provides age-appropriate opportunities to build leadership and decision-making skills. Through the program, youth work in teams to plan activities, create budgets, present their plans for staff approval, and put them into action. Because it is youth-directed, this approach gets young people engaged in the learning process because the product (a fun summer camp) is, by definition, meaningful and interesting to them.

Summer Sports Camps: Sports offer youth in rising Kinder to 9th grade a critical opportunity to use their free time constructively, create healthy habits and form positive relationships with peers and adults.



Teen Programs

Locations and times vary

Youth In Charge (YIC): Teens in 9-12th grades serve on YIC, Jamestown's leadership group. YIC represents Jamestown in the community, advises our Board of Directors on program direction, and organizes around youth-related issues/topics. Youth must apply at the Jamestown office to participate in YIC.

Youth Apprenticeships (YAP): Teens in 9-12th grades receive work readiness workshops throughout the year and work at several of our programs supporting classes, putting their training to practice, building strong relationships with youth, and receiving guidance from their adult mentors. Youth must obtain work permits prior to starting their job.

Sports Programs

Locations and times vary

Soccer Leagues: Boys and girls ages 4-17 play soccer in leagues throughout the city. Team practices are once per week for ages 4-11 and for ages 12 and older, teams practice twice a week. Games take place on the weekends. Additional paperwork required.

Girls Got Goals: Girls in 5-12th grades at Cesar Chavez School, BVHM, James Lick Middle School, Everett Middle School, Willie Brown Middle School, O'Connell High School and other participating schools play on teams that compete against other schools in the soccer league, "Girls Got Goals" youth also participate in workshops on sportsmanship and gender-specific issues.

Program Enrollment Policies & Process

Enrollment policies for students to be admitted into Jamestown programs are based on a variety of factors to be sure we are providing an equitable service for all. Our program is open to students for incoming Kindergarten to 8th grade in our partner schools. Jamestown staff work closely with school staff, teachers, and principals to select students based on academic, socio-emotional, attendance & child care needs. We prioritize students who have participated during the prior year who have attended at least 85% of the year, students requiring academic support, and finally there is first-come, first serve (based on the date a student's enrollment form that is completed by a parent or guardian). First-come, first serve is also based on capacity in the program needed. Once all spots are filled, registration closes and students who need support are added to a waitlist.

Parents receive enrollment information and communication prior to a school year ending as early as January and as late as May to enroll their children in the school year or summer program based on students meeting current enrollment policies. Parents are notified of student enrollment or if their child has been placed on a "waitlist" prior to the end of the school year. Returning AND New Families need to complete a new online enrollment form every year for each of their child(ren). We require one online enrollment form per student.

Enrollment Process

All currently enrolled families will receive an email notifying everyone when registration for school and summer will open and close. Posters will also be displayed at your school. If unsure, please call our office or ask your program coordinator. Registration dates and registration for school year, summer, camps and soccer program can be found on our website: www.jamestownsf.org. If you need assistance, you can attend a registration fair or visit our main office.

Priority Slots:

After School: Since the demand for our Programs often exceeds our funding capacity, students who are identified by the program as homeless youth or in foster care are given priority for enrollment. In addition, priority also goes to students who attend the full day program, five days a week. Students are also identified through a school-site specific process based on but not limited to: academic need, English Learner support, truancy, and socio-emotional behaviors. Priority is also given to students who attend the school site of after school program.

Soccer: Priority is first given to children of our volunteer coaches and youth who currently participate in our soccer program.

Enrollment Forms and Signing up for Jamestown Programs

Forms for school year and summer need to be completed every year for all new and returning families and can be found on our website: www.jamestownsf.org. We strive to simplify the process from year to year.



Families interested in registering for our soccer program are required to fill out additional paperwork and submit the following documents: A copy of the youth's birth certificate and a passport-sized photo.

All families will receive email confirmation about their registration or wait list status on the posted designated date. If you do enroll and have an outstanding balance on your account, your child(ren) will automatically be placed on a waitlist. Please communicate with our billing staff immediately should this happen to you as we want to be sure your child has a spot to continue with Jamestown. Once all slots are full, everyone will fall on a waitlist after registration closes. If your child falls on a waitlist, Jamestown will communicate with families ONLY IF a spot becomes available.

Tuition, Fees & Scholarship Eligibility Guidelines

Jamestown's highest priority is to provide evidence based, high-quality programming to all members of our community. Consistent with the SF Unified School District's policy of Afterschool for All, Jamestown has instituted a fee structure based on a family's ability to pay. We strive to provide the highest quality program for the lowest cost to all families. **All families registering for Jamestown programs incur a registration fee and deposit, which are required at time of registration.** There is another registration fee per family for summer enrollment.

In order to make our programs equitable, we offer the following Tuition Options:

1. Full Tuition (Monthly fees apply)
2. Partial Tuition: Families **MUST** show income verification if requesting a partial scholarship to cover tuition fees. If you do not have one of the verification documents listed below, please do not get discouraged from applying! (Monthly fees apply)
3. Subsidized Tuition through Children's Council of San Francisco: Families currently receiving a childcare subsidy from the Children's Council must choose the Jamestown Community Center as their provider in addition to making arrangements with Jamestown staff for any required additional payments and additional income verification is not necessary. (*Must* name Jamestown as provider in order to qualify for this spot.)
4. Full Scholarships: Families **MUST** show income verification. Families who receive free or reduced lunch through SFUSD or whose income falls below the Tier 1 income limit can receive a Full Scholarship. *Space is limited.*

Acceptable Income Verification Documents

Jamestown offers limited scholarships for afterschool, summer, sports, and arts programs. To qualify for a scholarship, income verification **MUST** be provided at time of registration. Jamestown accepts the following income verification documents:

1. Current Year Income Tax Returns (**MUST present on an annual basis**)
2. Current Year SFUSD Free/Reduced Lunch meal letter. Families should complete the [SFUSD Meal Application](#) on **an annual basis** to be eligible for the monthly afterschool / weekly summer payment fee waiver/scholarship. If a family completes the application online, an eligibility letter can be printed from a family's online account. If a family completes a paper application, an eligibility letter will be sent to the house

Note: No student will be turned away from program due to inability to pay.

Payments & Refunds

All registration fees, deposits, and monthly payments made are non-refundable and not pro-rated. Registration fees will be applied to your first month payment and will be non-refundable if dropped from program. (Exception: If you are new to sports and make a deposit, if we cannot guarantee a spot for your child, we will gladly refund your deposit but not the registration fee.)

Annual Tuition: Monthly Payment Calculations

The annual tuition for Jamestown families is calculated based on 180 instructional days of service. The annual rate is then divided up by 10 months of program, and these tuition installments are due once a



month, from August to May. Each participant pays a rate from 1 of 3 tiers, which are adjusted to the family's income level. This calculation applies to participants attending 5 days a week, 3 days a week, or Phoenix Risers.

Families making tuition payments will receive a monthly invoice that can be paid through our website or by completing an automatic recurring payment form, which you can request from our billing staff. Families will make 10 equal monthly payments due on the first of the month beginning in August and ending in May for school year programs. Summer program payments are due at time of registration.

We offer a sibling discount at 20% off the cost of tuition for each additional sibling. Jamestown offers teachers who teach at and have children enrolled in our partner schools (BVHM, James Lick, Chavez, and Longfellow) a full scholarship to Jamestown programs. Thank you, Teachers!!!!

Please note: If you need to cancel your child's participation in our programs, kindly offer a 30-day notice by completing the change drop form available on your monthly invoice or online.



Attendance & Pick Up/Drop Off Policy

Attendance

In order to benefit the most from our programs, it is our goal to have all participants attend regularly. We understand family schedules change during certain periods of the school year. Please keep us informed of any family circumstances that will lower your child's attendance. We are able to offer partial and full scholarships to families but participants are required to meet attendance minimums that are required from our funders. We appreciate your understanding in helping us with the following policies in order to continue receiving funding from our partners:

- Students receiving a full or partial scholarship are expected to attend the program in its entirety every day they are enrolled.
- Excessive early pick up or frequent absences may jeopardize their spot in the program, and families risk their spot being given to another student on the waiting list.
- Parents must pick-up their students no later than the end of program (varies by school).

Pick Up Process/ Sign In & Out Sheets

Staff will sign each student into program every day. Parents/Guardians or other adults *with permission* must sign students out with their signature and the time they pick up at end of program. For student safety, Jamestown:

- Only releases a student to the parent/guardian with permission
- Will call a parent to receive verbal confirmation, if staff do not recognize an adult picking up or if adult picking up is not on the approved list
- Will not allow students to self-dismiss unless this is a designation by parents/guardians
- Will not dismiss students based on a text, voicemail, or call to child personal cell phone. Parents/guardians parked or waiting outside the school must enter the building or call the site coordinator in advance to communicate their child's dismissal. We understand parking is sometimes difficult but we want to be sure all children remain safe.
- Understands that children may need to leave early and site coordinators will require parents/guardians to fill out an Early Release "ER" form and check the appropriate box on the attendance sheet when signing the student out of program. Allowable reasons for ER are:
 1. Parallel Program
 2. Family Emergency
 3. Personal Family Circumstance
 4. Medical Appointment
 5. Transportation
 6. Community Safety
 7. Child Accident
 8. Other Conditions

Parents must not take children from the program without first notifying a Jamestown staff member.

Youth should at no time leave the grounds of the program. Any youth who leaves the grounds on their own accord without permission from Jamestown staff is no longer the responsibility of Jamestown. Every



effort will be made to notify the parent or guardian that their child has left the site grounds.

Pick Ups by Car and Walking

We work hard to keep you, your children, pedestrians, and cyclists safe during the rush of pick up times. Please follow your program site guidelines and know your child(ren) dismissal locations. All students will be dismissed based on the parent/guardian enrollment designation. Any students designated as self-dismissed will be allowed to sign themselves out of program. Any students with parent permission will be allowed to leave slightly earlier (10-15 minutes) to allow ample time in the day to arrive to their destination. A parent may provide the site coordinator with a specific dismissal time during daylight savings time to ensure students arrive at or near their destination while still light outdoors.

We strive to be good neighbors by following these general guidelines:

- Always pick up your child at their designated location.
- Always sign out your child(ren).
- Always yield to pedestrians and cyclists when driving to pick up.
- Don't: block bike lanes /driveways, double park, make U-turns if driving.

Please Note: If guardian is suspected to be under the influence of alcohol or other substances we are legally required to not release the child. We will call names designated on the student emergency card to arrange alternative pick-up. If the guardian insists on taking the child, we will need to call 911.

Health & Safety

Jamestown works in close communication with the school and local authorities to provide relevant health and safety information to parents and their youth. Jamestown employees are trained in First Aid and CPR, mandated reporting, and each school is equipped with first aid kits and emergency backpacks. Jamestown staff and sports coaches are mandated reporters.

In order to comply with the Americans with Disabilities Act (ADA) and to best serve your child(ren) identifying reasonable accommodations, it is recommended that Jamestown receive information on added services needed for each child including, but not limited to, IEPs and/or 504 plans to identify what reasonable accommodations can be made to support access to program. Enrollment into Jamestown programs can include a query if student needs additional supports, but Jamestown will not use that information to influence enrollment. If a student has a 504 plan or IEP plan, Jamestown may request access to that information in order to identify what **reasonable accommodations** can be made to support access to program for the participant.

Illness and /or Emergency

In the event of an unexpected illness, accident, or emergency incident during a youth's participation in the program, Jamestown staff adheres to the following guidelines:

No medication of any kind will be administered by Jamestown staff without the expressed written consent of youth's personal physician and a parent or guardian. First aid such as Band-Aids and bandages, etc. will be administered in cases which appear minor in nature.

If the youth is feeling ill prior to the start of program, we ask parents that they not send their child to the program. Youth with communicable diseases or symptoms including fever, diarrhea, vomiting, severe coughing, etc. within 24 hours prior to the start of program will not be allowed to attend. This is for the protection of other youth in the program. Parents are expected to make provisions for taking sick children home.

In cases of accidents or emergency incidents which appear serious according to the best judgment of the Jamestown staff person on duty, the staff person will make every effort to carry out the instructions specified on the youth's registration form. Parents who do not want to have their child treated medically in any way should indicate this on the registration form. If the form does not supply adequate emergency instruction or if the instruction given cannot be carried out at the time of the emergency, the Jamestown staff person will take the following steps:

1. Contact the parents.
2. Contact the emergency contact listed on the registration form.
3. Contact 911 to take the injured party to the nearest emergency room.
4. If an immediately serious illness or emergency, staff will call an ambulance.

Lice

Parents are responsible for performing regular lice checks on their children. Parents of students found to be carrying lice will be contacted to pick up their student(s) and the student(s) will not be allowed back to



program until after treatment of the condition. For more information, visit <http://www.cdc.gov/parasites/lice/head/schools.html>

Allergies

Jamestown permits students to bring their own food choices from home as long as aligned with SFUSD healthy eating. We don't allow soda nor junk food in any of our programs. Please review your school guidelines for food on campus. If there is an activity in our programs that involves food preparation or consumption, Jamestown staff are careful to attend to the needs of those students with food allergies. Please be sure to communicate your child's allergies immediately and make sure we have updated Epi-Pens and family instructions for the treatment of an accidental exposure.

Nutrition

In an effort to promote health and nutrition, Jamestown Community Center has a nutrition policy for food and beverages that we offer to children and youth in all programs. This nutrition standard applies to all our programs. Jamestown encourages staff to make healthy food and beverages available to all participants and employees, limits unhealthy foods, emphasizes appropriate portion sizes, and encourages our team to model healthy eating behaviors. In addition, Jamestown permits students/families to provide their own food choices from home as long as they are aligned with SFUSD healthy eating [nutrition guidelines](#). Families are responsible for communicating their child's allergies immediately and make sure Jamestown has updated Epi-Pens and family instructions for the treatment of an accidental exposure. All Jamestown nutrition guidelines apply to food in family workshops, special celebrations/events and participant incentives of any kind. Jamestown's nutrition policy is not intended to restrict food resources, but instead, to support nutrition and create healthier environments for children, youth, families and staff.

Concussions/Head Injuries

The protocol for Jamestown in the event of head injury is that our staff call parents immediately, fill out an injury incident report, and closely monitor the student for visible symptoms after an injury until a parent picks the child up.

Safety

The following policies are in effect for the safety of the children and families of Jamestown's programs. Each program has one designated entrance during after school hours for parents and visitors. We are committed to all our students' safety while in our programs and in the event of an emergency.

Crisis & Emergency Preparedness

In the event of an emergency or crisis that affects students, teachers, or families, Jamestown will provide information as soon as we can by phone, text, or e-mail.

Jamestown staff work very closely with all school personnel and local authorities to receive the most up-to-date emergency information. Jamestown follows the host school site emergency procedures for consistency for the children. In the event of lockouts, we consult regularly with San Francisco police and fire department officials about safety and evacuation procedures. The school practices drills for fire, earthquake, play yard evacuation, and lockdowns. We work together with parents to respond in a developmentally appropriate way to any kind of crisis in the neighborhood or world. In the event of a



school emergency, Jamestown will direct parents to wait in a designated area. Students will only be released to contacts listed on the student emergency/medical information card with valid identification in the event of serious emergency. Once the parent/guardian has been verified, Jamestown staff will page or send a runner for the child, the teacher will sign out the child from the attendance sheet, and the parent/guardian and child(ren) will walk to the exit door.

In the case of a major emergency or catastrophic event in which our building or yard are not safe, parents will receive communication of current location in form of emails, phone calls, text.

Behavior Expectations

Jamestown provides high-quality programming and trains staff and students on how to be in a safe, healthy, and engaging environment. We will do everything we can to ensure that children are safe, happy, and engaged while at Jamestown programs.

Jamestown staff members are trained in strengths-based behavior management techniques based on the individual needs and developmental levels of a child. Through constant monitoring of the classroom environment, we seek to prevent behavior problems from developing and by focusing on student strengths while providing constructive feedback. Parent/guardian input is always welcomed regarding behavior management strategies for their child. All programs employ positive behavior reinforcement plans to help minimize and deescalate potential behavior challenges.

When children do exhibit behavioral difficulties, they are reminded of the classroom rules and are redirected to alternative activities. If the child's behavior is interfering with their activities and the functioning of the group due to acting in an aggressive, oppositional, or destructive manner, a plan is put into action between student and teacher. If there is no resolution between student and teacher, the situation will be elevated for site coordinator and parent/guardian to discuss and brainstorm next steps for their child's success in our program.

Safe Model for All

In collaboration with the school day, Jamestown ensures policies and protocols within its programs that are sufficient to ensure staff, student and family safety. Jamestown is required to document injuries, referrals, and crisis situations. Jamestown shares their Progressive Response to challenging behavior with staff, students and families. Progressive Response to challenging behavior include universal practices across program to promote a safe and supportive community. We also include internal processes for managing challenging behavior that may result in alternative consequences (e.g., Restorative Circles) or Tier II intervention (e.g. behavior contract) or suspension from program. It is Jamestown's goal to do everything in our control to keep students in our programs and not suspend or terminate students from program. Prior to suspensions or termination from programs, parents will be notified and a meeting will need to take place.

Student Plans

Parents/guardians will be notified when the child's behavior:

- Requires frequent monitoring or intervention by the staff
- Indicates an ongoing or serious difficulty with adjustment to the program
- Requires the development of an individual Student Plan

Restorative Practices

Restorative Practices are in place during Jamestown programs as a way to de-escalate situations, help children understand desired appropriate choices and as a reminder to children of program rules and expectations. The goals for implementing Restorative Practices are to hold students accountable to be safe in their environment, by having a discussion with the child in the moment, to align with school day



practices, and to decrease the amount of student conflict throughout the year.

Suspension and/or Termination Policy

Suspension of the child from the program may be considered in cases of serious, severe, or dangerous behaviors. At the discretion of program management, it may become necessary for the parent/guardian to meet with program management and possibly the school Principal to develop an action plan before the child will be allowed to return to program.

If applicable, the parent/guardian will be financially responsible for payment of any days of suspension.

Programs may suspend and/or terminate services under any, and not limited to, one of the following conditions:

- Disrespect of/for staff, other children, and property
- A child's behavior endangers his/her safety or safety of others
- A child leaves the program space on a regular basis without permission i.e. "runs away"
- A child frequently assaults other children or staff. Assault includes: hitting, biting, spitting, kicking, pushing, inappropriate touching, serious verbal aggression or serious physical aggression
- A child continually steals or bullies others
- A child's behavior does not improve after continued implementation of a plan
- The parent(s) do not cooperate in the behavior plan process or fail to follow through with the agreed upon recommendations of the staff
- A parent does not submit required documentation, pay required fees or follow through with mandated policy
- A parent does not submit required non-expired medications which are necessary for the child's safety in program, or does not cooperate with program staff to complete necessary medication paperwork and authorizations as required by conditions of licensing, including non-expired prescriptions, non-expired medications or incomplete consent forms
- Unruly or disruptive behavior of the parent(s)/guardian(s) or representative

General Policies

Non-Discrimination Policy

Jamestown's programs are open to youth and adults who live in San Francisco or go to school in our partner schools in San Francisco Unified School District. We do not discriminate on any basis prohibited by applicable law. In addition, in light of the historical economic injustices suffered based on race, color, religion, sex, pregnancy, national origin, ancestry, citizenship, age, marital status, physical or mental disability, medical condition, and sexual orientation or identity, Jamestown is committed to identifying and implementing positive and persistent measures to assure equal access to all our services.

Grievance Policy

If a parent or guardian has a grievance or concern with any of the Jamestown staff or elements of the program, they should follow the steps outlined below:

- Contact Myrna Melgar, Executive Director, at (415) 647-4709 to discuss the grievance.
- If the parent or guardian feels the problem is of a serious nature requiring documentation, they should request a Grievance Form from our Administrative Office, by calling (415) 647-4709. This form can be completed and mailed to:

Jamestown Community Center
2929 – 19th Street
San Francisco, CA 94110

If there are any questions concerning any of Jamestown's programs, please contact Jamestown at (415) 647-4709 or email info@jamestownsf.org or visit our office at the following location:

Jamestown Community Center
2929 – 19th Street
San Francisco, CA 94110



Parent/Guardian Acknowledgment Of Jamestown Policies Form

I, _____, parent/guardian of _____, have received, read, and understand the following Jamestown policies and information:

Parent/Guardian Initials:

- _____ Contact Information
- _____ Communication, Calendars & Events
- _____ Commitment & Organizational Culture
- _____ Program Descriptions & Highlights
- _____ Program Enrollment Policies & Process
- _____ Tuition, Fees & Scholarship Eligibility Guidelines
- _____ Attendance & Pick Up/Drop Off Policy
- _____ Health & Safety
- _____ Behavior Expectations
- _____ General Policies
- _____ Non-Discrimination Policy
- _____ Grievance Policy

Parent / Guardian Signature _____

Date

