

NEWBURYPORT YOUTH SERVICES

POLICIES AND PROCEDURES



POSITIVE YOUTH DEVELOPMENT

Our philosophy at NYS centers around Positive Youth Development (PYD), a framework to provide a shared language and vision for healthy youth development in our City. PYD engages youth in a productive and constructive way to promote healthy relationships and support growth of character.

YOUTHRIVE

MY REC

NYS uses MyRec for all registration, memberships, and facility reservations. Each family creates an account.

You may view registrations and financial records through your account at any time.

This account includes all family members and provides emergency contacts, medical information, and payment details.

BEHAVIOR PHILOSOPHY

We operate our programs through teachable moments! We really want every child to be successful in our programs. NYS activities should be both safe and enjoyable for all participants. We will always work with a child & family to help them be successful in a program. However, we do reserve the right to remove a child when safety is a concern.

WHEN YOUTH MATTER... YOUTHRIVE



CANCELLATIONS AND PROGRAM NOTIFICATIONS

You will receive an email and/or text message (through MyRec) if we have to cancel or change a program. You can also check our Facebook and Instagram where we post all updates as soon as we know of them! Programs do not run if Newburyport Public Schools close due to weather. Youth Services reserves the right to cancel any program due to under enrollment or unforeseen circumstances.

 : @newburyportyouthservices

 : @nbpt_youthservices

Registration

Program registration opens for the season after the brochure is released.

Registration deadlines are a week prior to the program start date. After this date you may need to register in the office and there is a late fee per program. School vacation weeks often have an earlier deadline.

Fees

Program fees vary for each course and are specified in each course description. Program fees must be paid at the time of registration.

A \$10 fee is applied to non-residents per program. If you see \$X/\$X in our brochure, those prices reflect resident/non-resident pricing. The Rec Center uses a member/non member system.

Checks can be made payable to "Newburyport Youth Services"

Location of classes and/or fields is subject to change. This is out of the hands of NYS and there will be no refunds for class location changes. Refunds are not given for weather cancellation of less than 25% of the program time and only then if make-ups cannot be offered. Refunds are not given for special events involving ticket purchase or if NYS has incurred an expense on your behalf. Consult the NYS office. You may request a refund in writing.

Withdrawals / Refunds

Participants withdrawing are asked to give at least two weeks notice prior to the program start date. A participant who withdraws at least two weeks prior to the class start date will be given an account credit (or refund), minus a \$10 administration fee. There are no refunds if you withdraw within two weeks of the program start date.

In the event NYS cancels a program, a complete refund will be made.

PREPARATION

Before the start of each program you will receive a confirmation email with a more detailed list of what to bring with you.

Regardless of the program it is always a good idea to bring plenty of water and to wear comfortable shoes! If your program requires you to pack a lunch/snack with your child please be sure that it is NUT FREE!

Photo Policy

Our waiver contains permission to use images online or in print materials. However, if you do not want photos of your child used, please speak with NYS staff and we will make a note of it.



Pick Up & Drop Off

Please be considerate when dropping or picking up your child. Our staff members are busy prepping before programs and are not expected to stay past the end time of their program. Late pick-ups may result in a late fee or a suspension from the program.



HEALTH AND SAFETY

It is your responsibility to notify our staff about any needs your child might have. Participants can bring their own inhalers and epi pens. Please make sure staff is aware of any medical needs. When signing up for programs on MyRec there is a section for allergies, special accommodations, etc. Please be sure the information is up to date **each time** you sign up for a program!

PICK UP POLICY

In the event of your child walking home or being picked up by someone other than the parent or guardian listed on MyRec, our staff will need advanced notice.

Parents/guardians must provide a signed note to a staff member indicating any additional people approved for pickup. Staff may request ID upon pickup.



LOST AND FOUND

We do have a lost and found in our Rec Center. We generally keep any items for about a month before we donate the items. Ask a staff member about a lost item or to see our lost and found.