



Family Handbook

## **About The Mix**

The Mix at Arbor Place was founded in the early 1980s by a local pastor, Marvin Weaver of Laurel Street Mennonite. The Mix formally opened its doors for the first time in 1985. In 1999, the mission and vision were changed to more effectively address the growing needs of our community's youth.

Beginning in 2010, in order to continue effectively meeting the needs of our youth and prevent thousands of dollars in repairs each year for our building, our old building was demolished, and a new state-of-the-art facility built in its place.

With a new building, a new focus was realized as well. Instead of operating as a "youth hangout center", Arbor Place began a structured after-school program. The new structured approach allows staff to provide intentional activities for kids. The after-school program has a holistic approach to development by focusing on social, academic, spiritual, and physical needs.

## **Address**

The Mix  
520 North Street, Lancaster, PA 17602  
Hours: 9am-6:30pm M-TH (Afterschool Program)  
8am-4pm M-F (Summer Program)  
Phone: (717)-393-1523  
Email: [office@themixlanaster.org](mailto:office@themixlanaster.org)  
Website: [themixlanaster.org](http://themixlanaster.org)

Executive Director: Kyonna Bowman  
Director Family Engagement: Marisol Santos  
Program Coordinator: Ann West

## **Mission Statement**

Inspiring Youth, Empowering Families

## **Vision Statement**

To develop youth and families to be leaders of and within thriving communities.

## **Core Values**

- Honor and reflect Jesus
- Community
- Empowerment
- Creativity

## **Statement of Faith**

1. Hold the Scriptures to be true and have Christ as its head. Those who serve Him are His ambassadors. The Bible teaches, Jesus is the foundation of His church. The Church is not a physical building, but people from all nations and cultures that make up God's kingdom and are His representatives. Like Jesus, The Mix welcomes all who come through its doors. (*2 Timothy 3:16-17, Colossians 1:18, 2 Corinthians 5:20*)
2. Believes the Scriptures in the Bible are the word of God and uphold its doctrines, principles, and values. The Mix is founded on Biblical principles and intentionally builds community by positively engaging everyone who walks through the doors. Through programs and services built on these principles, The Mix is committed to helping its students and community thrive. (*2 Peter 1:21, 2 Timothy 3:16-17*)
3. Believes the Scriptures are fulfilled in Jesus Christ. Jesus said, "whoever will, let them come." The Mix is also of the same mind (Whoever will, come). Mix employees, facilitators, and volunteers are committed to service through programming, mentoring, and leadership training. (*Matthew 5:17-20, Matthew 28:19-20*)
4. Serves its students and community using a "vertical/horizontal" paradigm as demonstrated by Jesus. "Love the Lord you God with all your heart and with all your soul and with all your mind... Love your neighbor as yourself." This commandment establishes our model of ministry. Serve God and neighbor. (*Matthew 16:18, John 6:38*)
5. Is motivated by love, founded on Christ-like principles and shall serve in humility without compromising doctrine, principles, or values as mentioned in Scripture.

## **Section 1**

### **Americans with Disabilities Act (ADA) Policy**

The Americans with Disabilities Act (ADA) requires employers to reasonably accommodate qualified individuals with disabilities. The Mix complies with all federal and state laws concerning the employment of persons with disabilities.

It is The Mix's policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.

An individual with a disability, who can be reasonably accommodated for a job without undue hardship, will be given the same consideration for that position as any other applicant. Hiring procedures have been reviewed and provide qualified persons with disabilities, meaningful employment opportunities. Upon request, job applications are available in alternative, accessible formats, to assist in completing the application. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual. Employees with a disability requiring accommodation must notify the Executive Director in writing immediately, but not later than 182 days after the need for accommodation becomes known.

All employees are required to comply with safety standards. Applicants who pose a direct threat to the health or safety of other individuals in the workplace, which threat cannot be eliminated by reasonable accommodation, will not be hired. Current employees who pose a direct threat to the health and safety of the other individuals in the workplace will be placed on appropriate leave until an organizational decision has been made in regard to the employee's immediate employment situation.

### ***Definitions***

As used in this policy, the following terms have the indicated meaning and will be adhered to in relation to the ADA policy:

- **“Disability”** refers to a physical or mental impairment that substantially limits one or more of the major life activities of an individual. An individual who has such impairment, has a record of such impairment, or is regarded as having such impairment is a “disabled individual.”
- **“Direct threat to safety”** means a significant risk to the health or safety of others that cannot be eliminated by reasonable accommodation.
- A **“qualified individual with a disability”** means an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the employment position that the individual holds or has applied for.
- **“Reasonable accommodation”** means making existing facilities readily accessible to and usable by individuals with disabilities, job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of examinations, adjustment or modification of training materials, adjustment or modification of policies, and similar activities.
- **“Undue hardship”** means an action requiring significant difficulty or expense by the employer. The facts to be considered in determining undue hardship include:
  - The nature and cost of the accommodation.
  - The overall financial resources of the facility at which reasonable accommodation is to be made.
  - The number of people employed at that facility.
  - The effect on expenses and resources or other impact upon the facility.
  - The overall financial resources of the company.
  - The overall number of facilities and employees.

- The operations of the particular facility as well as the entire company.
- The relationship of the particular facility to the company.
- **“Essential job functions”** refers to those activities that are fundamental duties of an employment position that cannot be modified.

### **Adherence to the Americans with Disabilities Act (ADA) Policy**

In addition, The Mix’s policy is to accept children in compliance with the Americans with Disabilities Act (ADA), its regulations, and any other applicable local, state or federal laws pertaining to the provision of services to individuals with disabilities. We review each child’s needs with the Executive Director before you enroll. If you have additional information or documentation of your child’s needs, please let us know. Having it helps us to provide the best possible care for your child.

If you have any questions or concerns regarding the enrollment or care of your child with special needs, please contact your Program Coordinator or the Lancaster County ADA Coordinator at 717-299-8311.

### **Diversity, Equity, and Inclusion (DEI) Statement**

The Mix, formerly known as the Mix at Arbor Place, under the leadership of our board, and our Executive Director Kyonna Bowman, are dedicated and committed to diversity, equity, and inclusion through educating, engaging, encouraging, equipping, empowering, and promoting a thriving environment among all staff, students, families, and community members. The Mix strives to model the change we seek in the world; therefore, we are engaged in continuous and consistent learning to inform the transformation of our organizational practices, policies, and norms, as well as our careers.

We are dedicated to achieving internal equity through an organizational culture that seeks to identify diversity, equity, and inclusion concerns while honoring each person’s lived experiences. The Mix as an organization, and as individual people, cannot realize the true value of diversity without genuine inclusion in which all members of our community feel they belong. When people know they belong and feel they belong, together we can move towards the paths of equity and justice: the continuous pursuit of impartial and fair conditions for human fulfillment.

We believe and know that we have a moral obligation to do our part to address past and present injustices among groups that have been and are historically oppressed and excluded to cultivate an equitable and just future for all. Advancing justice is a moral imperative of The Mix and central to our program effectiveness and impact we make on those whom we serve. It is a continuous transformational process that must occur on the personal, organizational, and societal levels. It is not work that is ever fully complete.

Achieving fundamental change requires deep introspection, communication, active listening, cultural competence, trust, respect, creativity, compassion, courage, commitment to growth, faith, and focused on learning about all the populations around us. We acknowledge that we have much work to do to achieve our goals and we welcome lessons learned by others who are making the journey alongside us. In the end, we all need to feel and know that we belong. We are continuously investing in the professional development of our staff, promoting a culture of

individual responsibility as a key element of systemic change, and engaging in equitable work practices.

We are committed to our organization's diversity, equity, and inclusion goals, as well as and along with our ultimate and ongoing goals: inspiring youth, empowering families, bettering the community, and changing the world.

## **Program Management**

The Mix is here to answer any questions or concerns you may have for your child and help you with your child's safety.

## **Dedicated Staff**

Every employee, volunteer, and intern goes through the same hiring process to ensure their dedication, passion, and ability to meet the developmental and emotional needs of your child. We confirm all professional references and conduct national criminal background screenings. Each member of The Mix meets or exceeds the qualification requirements set by state laws and completes a full orientation.

In addition, the Mix strives to make ourselves accessible to you, the parent, in regard to the emotional and developmental needs of your child. We work with you as the parent/guardian, your child's school, and our staff to ensure your child's needs are being met.

## **Professional Development**

The Mix sets aside time for developing and elevating our employees' professional skills. We strongly believe the training allows our staff to better assist you and your child. Our commitment to the training helps us provide quality care and the time spent on our professional development lets us meet the needs of your child.

## **Background Checks and Clearances**

All Mix staff are required to obtain the following background clearances prior to employment: PA Child Abuse Clearance, PA Criminal Background Check, and FBI Fingerprinting background check. They are also required to complete online mandated reporting training.

All staff member clearances are recorded and updated every 5 years according to PA law.

## **Mandated Reporter Training**

During orientation, new employees are required to undergo virtual mandated reporter training. The training focuses on identifying signs of child abuse and how to report it to a supervisor. It's our mission to ensure all children at the Mix are safe and well cared for – not only while they are at the Mix, but at all times.

Those who fail to report according to individual state childcare licensing regulations can be held accountable under the law. The law prohibits interference with an individual's attempt to report child abuse or neglect.

**NOTE:** Every staff member is a mandated reporter. Any signs of child abuse or neglect will be reported.

## **The Mix Programming**

### **Afterschool Programming**

Our drop-in After School Program is offered Monday – Thursday for students in 1st – 12th grades from 3:00pm-6:00pm with dinner being served daily from 6:00pm-6:30pm. During this time youth will have access to a safe environment to grow, learn, have fun, and experience the love of God. We offer a place for youth to connect with caring adults, homework support, and a variety of enrichment and skill-building activities

### **Summer Programming**

Summer at The Mix is an eight-week summer camp offered from Monday-Friday for students going into 1<sup>st</sup> grade up to 12<sup>th</sup> grade from 9am-3pm and offers a fantastic experience for the students in a safe, fun-filled environment. Parents or guardians can register their child for any number of weeks with facility tours being available by appointment. **\*Dates change every summer.**

### **Registering Your Child**

All programming registration is application based. An application must be filled out for ALL programming (enrollment of after school programming does not automatically transfer to summer programs). Parents/guardians must attend an orientation specific to the program before students can start attending that program.

### **Confidentiality and Child Records**

All information contained in your child's records, including your personal information, is confidential. Anyone who is not directly involved in the care of your child or affiliated with childcare licensing, protective services, or other government agencies will not have access to the records without your written authorization or court order. All information must be up to date (i.e contact information, court orders, etc). Please contact the office with any changes. **\*If you withdraw your child from the program, we will maintain your child's records for 3 years.**

### **Court Orders**

When you enroll your child with the Mix, please provide us with a copy of any protective orders or child custody orders you may have for your child. This will allow us to help you enforce them. A copy of the court order is mandatory for The Mix to observe the enforcement; verbal notification is not notice of a protective or custody order. If court orders are changed or revoked, please notify The Mix immediately. The Mix will only operate under the most recent court order provided by the family.

**Court orders are confidential and solely for the safety and well-being of your child.** Please note that Mix staff and employees cannot be responsible for observing supervised parenting visitation, and, as a result, visitation for non-custodial parents is not permitted while the child is at the Mix. If an individual has court-ordered legal custody, employees **must** release the child to

that legal custodian regardless of visitation schedules. Please discuss questions about custody arrangements with the Mix Director of Family Engagement.

### **Family Involvement**

We encourage you to visit and join us at our family events held throughout the year. Your participation and involvement are important to us as we work as partners to provide the best care and education possible for your child.

We also invite you to schedule individual appointments to discuss your child. The Mix encourages communication between you and our staff on all issues related to your child and their activities while at the Mix. Please remember, however, that staff members are expected to keep information about all other children and families confidential.

## **Section 2**

### **Mix Procedures**

The Mix has procedures and policies in place to not only keep your child safe, but also the employees and other Mix staff.

#### **Sign-In/Sign Out**

Students will be signed in upon arrival. If your child will not be attending for the day or will be late, please give us a courtesy call so we are aware. If we are not notified, you may receive a phone call from the staff to ensure you are aware of their absence/tardy and that the child is safe.

If the student was absent from school due to illness, suspension, or any other reason, they will not be able to attend The Mix on that day or days.

Students will be released to only those specified on their application or those identified to staff by the parent/guardian. Until we get to know you or those authorized to pick your child up, we may ask for ID to ensure the safety of the child.

#### **Late Pick-Up**

Please contact The Mix if you are going to be late picking up your child. **After 3 late pick-ups, the child will be withdrawn from the program.** If the parent continues to be late or we cannot reach anyone to pick a child up, we reserve the right to contact the police or CPS (Child Protective Services).

#### **Walking Policy**

Children walking home from our programming will be dismissed 15 minutes before programming ends. (2:45pm for summer camp and 6:15pm for after school). Students will be allowed to walk home only if the parent/guardian notes on the application or calls ahead of time to inform the staff. Students will not be permitted to walk home before dismissal.

#### **Personal Possessions**



The Mix is not responsible for the loss or damage of personal items or equipment brought from home (Ex: Money, bikes, iPods, etc...). We encourage students to leave items of value at home. If students choose to bring such items, they do so at their own risk.

Items left behind by students will be placed in our lost and found bin for a week. Anything left behind for more than a week will be disposed of or donated.

### **Phone/Electronics Policy**

Students are not allowed to be on any personal electronics unless given permission by Mix staff. Phones are to be turned off and put away while at The Mix as they become very disruptive and distracting. Charging phones or other devices is not permitted. Staff may confiscate electronics at any time for failure to follow this rule. Devices will be returned to the student or parent/guardian at dismissal.

In the event of an emergency, students may go to the front desk with staff permission to utilize the phone. Families who need to reach a student while at The Mix should contact the office at 717-393-1523.

### **Bookbag Policy**

Due to safety concerns, students are required to place their bookbags and personal belongings on the hooks provided in our Multipurpose Room. Students are not permitted to walk around the building with their bookbags.

### **Broken/Lost Equipment**

If a student maliciously causes any damage to Mix equipment or the building, a phone call will be made to the parent/guardian and may result in a suspension. Repeated offenses will result in termination from the program and the parent/guardian may incur costs to repair damages.

### **Clothing**

We want to be sure your child has fun while playing and learning at the Mix. Because the program includes activities like painting, going outdoors on the playground, eating, etc., we recommend easy-fitting, and comfortable clothes. We highly recommend sneakers.

We cannot assume responsibility for lost, stained, soiled, or torn clothing. Please be sure to label all extra clothing (e.g., jackets, sweaters and hats) with your child's first and last name.

### **Holidays and Mix Closures**

The Mix adheres to delays or closings that are determined throughout the year by the School District of Lancaster. Please make sure to check the news regarding those delays or closings in the event of inclement weather. If severe weather or other conditions prevent the Mix from opening, it will be posted on the Mix's website or social media.

The Mix observes and will be closed on the following holidays

- New Year's Day
- Memorial Day

- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving
- Christmas

The Mix's hours and holiday schedule are subject to change at any time. In addition to holiday closures, we dedicate time every year to professional development and there will be no programming on those days.

If it becomes necessary for the Mix to close early, it will be your responsibility to arrange for your child's pick up. Information regarding emergency or disaster issues for the Mix is available by request by contacting The Mix at 717-393-1523.

### **Illness**

If a student displays symptoms of illness and/or fever while at The Mix, a call to the parent will be made, and the student will be isolated and kept comfortable until a parent or guardian arrives. If your child is feeling ill or showing symptoms of illness, please do not send them to The Mix until all symptoms are gone.

**NOTE:** Due to the Covid-19 pandemic, The Mix will follow CDC and Lancaster School District guidelines.

### **Medication**

Any medication to be administered to a student attending the Mix, prescription or otherwise must follow these procedures:

- A medication log must be filled out by parents, or a guardian and medication must be in its original container with written dosage for The Mix staff to administer it.
- Parents must provide The Mix written permission and directions on how to administer medication.
- All medication **must** be given to a staff member to be locked up, not sent in a backpack, including over-the-counter medications, like Tylenol.

### **Incident Reports/Child Accidents**

We take every precaution to make sure your child is safe, and that you receive communication regarding accidents or injuries.

Despite our efforts, accidents do happen. If your child is injured at the Mix, you will receive an Incident Report at pickup time. If your child needs treatment by a health care professional, we will make every effort to contact you. If we cannot reach you, we will contact one of the individuals you listed as a secondary contact.

In the event of an emergency, we will make sure your child receives any necessary emergency treatment until we can reach you.

### **Discipline Statement**

We expect our Mix students to have high standards for their behavior. Acceptable behavior is defined by the following:

- Respect for themselves.
- Respect for others.
- Respect for the Mix.

Our Mix students understand that there are both negative and positive consequences from their personal behavior. Staff will be fair, consistent, preventive, and take immediate action to correct negative behavior or recognize positive behavior.

### **Three Citations Rule**

Each child will receive three citations for poor behavior. If a child engages in the following, they are subject to a citation. Inappropriate behavior includes, but is not limited to:

- Teasing or placing hands on another student.
- Disrespectful or threatening behavior to students or Mix staff.
- Vandalism of Mix property.
- Obscene gestures.
- Stealing.
- Bullying

When engaged in this type of behavior, the three citations rule will come into effect.

- 1) First offense: Verbal warning
- 2) Second Offense: 1 day suspension
- 3) Third offense: may result in a week suspension or termination of our programming depending on the gravity of the behavior.

### **Bullying Policy**

The Mix is committed to providing a safe environment for our students and prohibits all bullying. Talk to the Program Coordinator or the Director of Family Engagement about concerns or to seek assistance with addressing bullying. It is important that you report any bullying occurrences your child may mention.

We define bullying as the following: an intentional electronic, written, verbal or physical act directed at another student or students, which occurs in a Mix setting, that is severe, persistent, or pervasive and has the effect of doing any of the following:

1. Substantially interfering with a student's education or experience.
2. Creating a threatening environment.
3. Substantially disrupting the orderly operation of The Mix.

Bullying, as defined above, includes cyberbullying. We identify Mix settings as the building, grounds, vehicles, any events or activity sponsored, or supervised by The Mix regardless of location. Bullying behaviors that are engaged in using any Mix owned communication device, network equipment or platform will be considered.

### **Emergency Procedures**

The Mix wants to always ensure each student and staff's safety. For that reason, emergency procedures have been implemented with site specific local government procedures.

Annual drills on emergency plans, procedures, and duties will be conducted to:

- Provide training for staff, including substitutes.
- Orient children on emergency procedures and responsibilities.
- Develop skills needed for a real emergency.
- New staff will be trained in compliance with state licensing regulations.

In case of a natural disaster (e.g., tornado, severe storms, flood, blizzard, disease outbreak, etc...) our meeting spot will be at the Mix unless we need to evacuate. For emergencies that require an off-site evacuation, the relocation facility for parents to pick up their kids is Crispus Attucks Community Center, 407 Howard Ave, Lancaster, PA 17602.

However, weather permitting, our secondary relocation facility is Roberto Clemente Park, 705-601 S Duke St, Lancaster, PA 17602. If you would like further information on our emergency plan, please contact the Administrative Coordinator at 717-393-1523.

### **Security**

- All visitors must sign in at the front desk and receive a visitors' badge. They must remain in the lobby and wait for a staff member to walk them to any other areas.
- The Mix strictly prohibits the use and/or possession of alcohol, drugs, and tobacco products on the Mix premises or any Mix sponsored activities.
- All weapons and simulated weapons are banned including toy guns/knives, cap or water guns.
- Inappropriate attire will not be allowed at the Mix (example: excessive sagging, any attire depicting alcohol, tobacco, or any inappropriate stereotypes, profanity, or extremely revealing clothing)
- The Mix reserves the right to have individual and/or personal property searched if there is reasonable concern for student and staff safety.

### **Weapons, Violence, and a Drug-Free Environment**

Family members, children, and guests are strictly prohibited from possessing firearms or other weapons on our property and at events sponsored by The Mix. An exception may be made by sworn law-enforcement officers if required by law. If child(ren) are found to be in possession of weapons, the Mix management will confiscate the weapon and properly notify proper authorities.

When a particular child or parent's behavior threatens the safety of others, or if a child or parent becomes abusive toward other children, parents, or staff in the center, we may disenroll the child immediately. We are committed to fostering and maintaining a healthy and safe environment for everyone. Staff, family members, and guests are prohibited from smoking in the center and its grounds.

At no time shall anyone ever use, consume, sell, manufacture, or be under the influence of any alcohol or illegal drugs on center property.

### **Health and Food Guidelines**

The Mix offers a variety of whole grains, fruits, vegetables, and lean proteins – including calcium-rich foods.

**Alternative Meal Options** will be made available to those with special diets or allergies. Please note any food allergies or food restrictions on the programming application.

If you would like to provide food for celebrations such as birthdays, we ask that all food items be commercially packaged with ingredient statements to properly account for child food allergies.

**Please be sure to provide enough food for every child in the program. Due to allergies and scheduling needs, please make arrangements with the Program Coordinator or Director of Family Engagement before bringing any food for celebrations.**

A lunch/dinner menu is available upon request.