

**NEXT
STEP**  **TO SUCCESS**

**FAMILY AND YOUTH
PROGRAM HANDBOOK**

Updated September 2022

INTRODUCTION

Welcome to Next Step To Success!

At Next Step To Success (NSTS), our goal is to help create future generations of Success Stories, Norfolk youth who are members of the NSTS family. We wholeheartedly believe that (a) all youth want to succeed, (b) all youth can succeed and (c) all youth deserve a chance to succeed.

We know YOU want to succeed, so guess what? YOU are already a Success Story!

NSTS is here to help reach your goals and dreams, and our mission is to empower Norfolk youth to build the independent, resilient character they will need to earn success and enjoy happy, fulfilling lives as adults.

NSTS provides afterschool and full-day summer programs for Norfolk youth, ages 13 – 16. Activities include sailing, boatbuilding, visual and performing arts, academic support, mentoring, character education, STEM-skill development, hands-on field trips and much more.

Our youth have tons of fun, but each activity has a purpose, and the fun is planned with an overriding goal in mind. Job 1 is raising personal expectations for what our youth can accomplish.

By surrounding youth with the supports they need, we equip Norfolk teens to achieve success and self-sufficiency not only today, but for many years to come.

NSTS program is grounded in a strategy for success called The Success Sequence. The research behind The Success Sequences shows that young people who follow three steps are very likely to reach a middle-to-higher income lifestyle as adults.

The Success Sequence steps are:

1. Earn at least a high school degree (or beyond)
2. Get a job or go into the military
3. Wait for marriage to have children

To point them in this direction, NSTS challenges our youth to be open to new opportunities, experiences, and personal relationships. We empower our NSTS youth to take the next and future steps that will build their interests and talents into lifelong skills. They will come to believe and demonstrate that they are future Success Stories.

The NSTS' professional staff are devoted to the highest quality of service and delivery of care. We encourage that you ask questions or seek information at any time from our team members. It will help you and your child get the most out of this program.

Our interest in youth's happiness and success does not stop when they "graduate" from our program. We are invested in their futures, and we will be their fiercest advocates in the years to come.

This handbook has been created as a reference guide for families to become more familiar with NSTS procedures and policies. Youth safety is our top priority, and we take this responsibility very seriously. Please review this handbook in its entirety and return the last page (with your signature) to our staff. Your cooperation toward this effort is very important. We look forward to serving you and your child, and we will work extremely hard to make this a positive experience for your entire family. If you have any questions or comments, please call us at 757-404-1818.

NSTS Tenets:

**All youth want to
succeed.**

All youth can succeed.

**All youth deserve the
chance to earn success.**

NSTS Quick Facts:

- Next Step To Success (NSTS) is open to Norfolk youth, ages 13-16.
- Community partnerships and NSTS Success Coaches are the key to youth growth.
- Next Step To Success makes the time to know and understand the youth and show them they are valued.
- Using grit, optimism, and the growth mindset, it is the only program of its caliber in this region.
- Strong, consistent relationships are built with youths and their families.
- Family criteria includes Norfolk residency and meeting income guidelines.
- Youth receive transportation to and from the program, along with snacks and meals.

General Policies & Procedures

Staff Responsibilities

All youth deserve to have adult role models who are capable, caring, and whose values enable them to be excellent mentors. You will find our staff to be very positive and committed to motivating your children to be their very best.

Our work philosophy with youth is, “Connection before Correction.” This means that we work extremely hard every day to build and maintain strong, affirming, and nurturing relationships with each young person (and their family) so that our youth participants have the tools they need to make positive decisions within the program and in school, at home, and in their communities.

REGISTRATION:

Youth will be accepted regardless of race, sex, religion, gender, sexual orientation, national origin, or ancestry. Parents/legal guardians are required to complete the registration process before their child is officially admitted to Next Step to Success.

Space is limited. If the program is filled, your child will be placed on a waitlist. The waitlist is based on a “first come, first served basis.” If this is the case, parents/legal guardians will receive confirmation of being placed on the wait list.

AGES OF YOUTH:

Next Step To Success youth must be between the ages of 13 – 16 and must reside in Norfolk to participate.

NSTS STAFF:

Executive Director (Monique Turner-Lopez)

The Executive Director is the senior leader of Next Step To Success (NSTS) who oversees NSTS and who also supervises the NSTS Site Manager. The Executive Director ensures that the program policies and procedures are followed, and that program objectives are being met. The Executive Director reports to Chief Executive Officer (CEO) of Next Step To Success, Mr. Rob McCartney.

Mrs. Turner-Lopez can be reached on her cell phone at 813-373-4738 or via email at mturner@nextstptosuccess.org.

Site Manager (Muhanma Garcia)

The Site Manager is the supervisory staff who oversees NSTS daily operations and supervises front-line staff. The Site Manager is the individual who is your first point of contact if you have any questions or concerns. Mr. Garcia reports to the Executive Director, Monique Turner-Lopez.

Mr. Garcia can be reached on his work cell phone number (757) 404-1818 or via email at mgarcia@nextstptosuccess.org.

Assistant Site Manager (Imari Santiago)

The Assistant Site Manager develops and trains staff in NSTS curriculum, coordinates field trips, and secures educational and enrichment resources. The Assistant Site Manager reports to Site Manager, Muhanma Garcia. The Assistant Site Manager is your second point of contact if you have any questions or concerns. Ms. Santiago can be reached at her work cell phone number (757) 404-1569 or via email at isantiago@nextstptosuccess.org.

Community Ambassador (Matthew Vinson)

The Community Ambassador is responsible for the business development arm of Next Step To Success. He is the face of NSTS in the community and takes a lead role in new participant outreach and recruitment. If you would like to refer other youth, parents or connect NSTS to other organizations, churches, and/or community leaders, please contact Mr. Vinson at (757) 450-2006 or via mvinson@nextsteptosuccess.org.

The above individuals take pride in making every effort to fulfill the program's responsibilities and to help your child thoroughly enjoy the program, learn new skills, discover new hobbies, have fun, and make new friends. To do so, the team also needs your cooperation and support. As the parent/legal guardian, we ask that you be aware of your responsibilities while your child is enrolled in Next Step to Success.

Parent Responsibilities:

1. Provide accurate and complete information about your child including medical history, needs, interests, and other matters relating to your child's personality, characteristics, health, and overall wellbeing.
2. Ask staff for clarification when you do not understand something about the program (i.e., program hours, field trip locations, transportation, food served etc.).
3. Participate in NSTS orientations and other family-related events (e.g., Stepping Up Ceremonies).
4. Understand and accept outcomes if you or your child does not follow program rules. The outcome may include, but not limited to discharge from the program, staff assessment of youth returning for future sessions and/or staff referring youth to another program or service that is more appropriate for your child's needs and/or interests.
5. Follow the program's rules, including, but not limiting to abiding with program hours, the dress code, rules for technology use, behavior code of conduct, and other program-related matters.
6. Provide updated copies of your child's report cards, academic progress reports, and IEP/504 plans (if applicable).
7. Show mutual respect and consideration to the program staff, other youth, other families, partners, volunteers, guests, additional NSTS staff, the location's property/equipment/buildings/grounds, as well as the property of other youth enrolled in the program.

Program Address:

Next Step To Success is located at Blessed Sacrament Catholic Church, 6400 Newport Avenue, Norfolk Virginia 23505. Please note that several NSTS activities take place at our partners' offsite offices, outdoor and indoor spaces located throughout the city of Norfolk and at times within other parts of Hampton Roads and the state of Virginia. All field trips are within a maximum of a 2.5 hour driving distance (one-way) from Norfolk.

PROGRAM HOURS:

Summer Session: 8:45am -4:30pm (some activities might end later), Monday -Friday

Fall/Spring After School Sessions: 2:30pm – 6:30pm (Monday – Thursday); Fridays- 2:30pm -5:30pm

NSTS follows Norfolk Public Schools calendar as well as the calendar of our site location (Blessed Sacrament Church for the fall and spring sessions). If school is closed, NSTS is closed. If there is an asynchronous day of school, NSTS does not operate. The program may be open on half-days of school unless due to inclement weather. The program will not be open during inclement weather when the schools or church are closing early.

Please note: If you drop-off or pick-up your child directly to or from the NSTS program location, parents/legal guardians should make every effort to drop off their child by 3:30pm and pick them up by 6:00pm during fall /spring session. For the summer session, youth should be dropped off by 8:45am and picked up by 4:30pm. If you are running late, please contact the Site Manager at (757) 404-1818 to inform him/her of this change.

AFTER HOURS CONTACT:

Summer: 4:30pm -6:30pm (Monday- Friday)

Fall / Spring: 6:30pm – 7:00pm (Monday – Thursday)

Fall / Spring: 12:00pm – 6:30pm (Friday)

ATTENDANCE / DISMISSAL

Next Step to Success collects daily attendance for the purposes of ensuring that your child is fully engaged in the program. If staff note a pattern of absenteeism, parent / legal guardian will be informed accordingly.

Youth attendance to the program is extremely important. Your “payment” is not a financial one but the commitment that you and your child make to be active (meaning – interested in and regularly attending NSTS). We expect your child to attend NSTS every day and cooperate with program rules, behavior policies, and activities. *Early pick-ups should be limited.* Failure to fully participate could result in your child losing his/her spot in the program.

For parents, we ask that you attend all scheduled parent meetings and family night events. Failure to adhere to program rules, attendance policies, behavior policies, or instructions given by the Site Manager and/or NSTS staff could result in immediate removal from the program.

Late Pickup

If you have opted to personally transport your child to the program, please be aware of our attendance policy and drop-off and pick-up requirements. If a parent / legal guardian is late for pick up, program staff will contact you 30 minutes post-dismissal. If parent / legal guardian cannot be reached program, staff will call identified emergency contacts provided. If you or your emergency contact(s) have failed to pick up your child after one hour after the program has ended, we will contact the local authorities for their support and intervention.

If your child is not picked up by closing time, staff has been instructed to:

- 1) Attempt to contact you.
- 2) Attempt to contact individuals listed as emergency contacts.

3) After **1 hour** and unsuccessful attempts to reach you and emergency contacts, the Norfolk Police Department will be notified.

4) We are not allowed to drive any child home in personal vehicles.

Children At Risk

Parents who arrive at NSTS in an incapacitated condition (i.e., alcohol, drugs) present a risk to their child. The staff in charge will advise the parent of their options regarding the transportation of their child to his/her home. Some options that may be exercised are:

- Call another person on the child's emergency contact list
- Call the other parent
- Call a taxi or rideshare
- Call a nearby neighbor/friend

If a reasonable conclusion cannot be reached, the parent will be advised that staff will contact the local police department or child protective services.

ABSENCE

If your child does not attend the program on a scheduled day due to illness or other circumstances, please contact the Site Manager. You can reach the Site Manager at 757-404-1818. This is especially important on field trip days and if illness/symptoms are due to Covid-19 or other communicable diseases.

We do understand emergencies arise; however, we are responsible for your children during the program hours and a brief message saves us all a great deal of time and worry.

SNOW AND INCLEMENT WEATHER

Snow and Inclement Weather may necessitate our calling you to pick up your child early or have your child dropped off by one of our NSTS bus/van/vanes early. **Two hours' notice will be given when possible**. Your cooperation will enable everyone to get home safely.

NSTS follows the Norfolk Public School System's snow and inclement weather policy. Please listen to local radio and television news stations for announcements. You may also call the program or your child's school to find out if your child's school is closed or closing early due to inclement weather.

Holidays

NSTS follows the Norfolk Public School System schedule and that of Next Step To Success for holidays. NSTS is closed on the following holidays:

July 4, 2022- Fourth of July
September 5, 2022- Labor Day
November 11, 2022 – Veteran's Day
November 24-25, 2022 – Thanksgiving Holidays
December 26, 2022 – Christmas (observance)
January 2, 2023 – New Year's Day (observance)
January 16, 2023 – Martin Luther King Jr.'s Birthday
February 20, 2023- President's Day
May 29, 2023- Memorial Day
June 19, 2023- Juneteenth

MEALS AND SNACKS

During the summer breakfast, snack and lunch will be provided daily for free during NSTS Summer camp. During the fall and spring, NSTS will provide a free snack and early dinner. The program will make every effort to provide meals and snacks that consist of healthy nutritious foods and drink.

PROGRAM ACTIVITIES

The program is designed to assist youth with building such character education skills as decision-making, grit, resilience, problem-solving, and other skills that will help your child have a successful transition into their young adult years. Examples of such activities include:

- Leadership development workshops
- Cooking, gardening, and local community beautification projects
- College awareness workshops and college tours
- Financial Literacy training
- Science, aviation, and trade industry-related workshops
- Structured gamed-based activities.
- Visual art, modern dance, and other enrichment classes
- Educational and culture-enrichment field trips
- Career readiness workshops
- Guest speaker assemblies

NSTS leadership and staff reserve the right to change the program schedule, assigned groups of youth, and/or activities.

FIELD TRIPS

Whenever possible, free field trips will be planned for students to participate in. You will be notified in advance and provided with a permission slip to sign, which will include the details of the trip. NSTS will provide transportation for field trips.

In supervising field trips:

- NSTS will provide adequate staff members to ensure all youth will be supervised at all times while on the field trip.
- Your child is expected to wear the NSTS shirt/merchandise on all trips.
- Your child must always stay with the group.
- While on the bus or van in route to an activity, children are to keep their arms, legs, and head inside the vehicle until they disembark. Passengers must always remain seated and wear their seatbelts.
- Staff members will routinely take attendance to account for all youth on the trip.

HEALTH GUIDELINES

A youth must not attend the program if he/she:

- Has a temperature of/above 101 degrees.
- Has a communicable disease OR has symptoms of Covid-19, tested positive for Covid-19, or has been recently (within the last 14 days) been exposed to anyone with symptoms or that tested positive for Covid-19.
- Has discharge from the eyes or ears, diarrhea, vomiting or rash.
- Has not waited the required number of days following diagnosis and treatment. Children can only return to the program with a doctor's note.
- Is unable to participate in program activities due to health concerns.

A youth may return when:

- Fever has been absent for 24 hours.
- Nausea, vomiting or diarrhea has subsided, and all functions return to normal.
- Stages of contagion have passed for communicable disease.
- Has followed the CDC guidelines if exposed to COVID-19 or tested positive for COVID-19.
- Has submitted a doctor's note to the Site Manager.

PROTOCOLS FOR COVID-19:

Youth wellness and safety are our top priorities. Our COVID-19 safety measures include that all staff have been vaccinated against COVID-19 or have received a special exemption approved only by NSTS' Chief Executive Officer. We highly encourage you and children to do the same. We adhere to CDC guidelines related to COVID-19 and when necessary, we implement the following protocols:

1. We conduct temperature checks daily prior to youth getting on the NSTS vehicles at their schools.
2. When required, youth must wear a mask when at the program, with a partnering organization, in program vehicles, and on field trips unless while eating or drinking. The only exception to this rule would be if a child has medical condition, documented by his/her physician, that does not allow him/her to wear a mask.
3. We ensure daily cleaning of program tables, floors, etc.
4. We promote consistent handwashing.

Our community's health and safety are of the utmost importance to us. If your child's temperature is higher than the normal range, he/she cannot get on the NSTS bus/van and come to the program. During the school year, NSTS staff will contact you so that your child can take his/her regular school bus home, or you or an authorized emergency contact can pick up your child from school.

During the summer, if your child is sick, we will contact you. Parents and authorized emergency contacts/pick-ups are responsible for picking up children in these circumstances. NSTS cannot transport your child home.

If participant develops or exhibits COVID-19 related symptoms while they are at the program, they will be separated from the group. Parents will be notified for immediate pick-up. If a participant or staff member tests positive for COVID-19, the facility will be sanitized. We ask that you please keep your child home if they are exhibiting signs and symptoms of COVID-19.

COVID-19 TESTING

When necessary, NSTS will implement the protocols listed below to ensure the safety and health of all participants and staff. These protocols may include that all youth and staff are tested for COVID-19 upon the return of NSTS youth (current and new) after NSTS has been closed for school and/or other breaks lasting five days or longer. If necessary, regular testing will also occur prior to the start of the afterschool program and the summer camp. NSTS will follow NSTS policies and procedures regarding COVID-19 as well as the recommendations of the CDC.

When possible, NSTS will provide free at-home, rapid COVID test kits to parents so that they may administer the test on their child no more than three days prior to their return or start in the program.

COVID Testing Protocols:

1. Test kits will be delivered by NSTS to family's home prior to the start of NSTS' opening from a break period.

2. Parents will be required to sign a parent release form when they accept a free, at-home COVID testing kit from the program.
3. New participants to the program must present proof of a negative COVID-19 test no more than 3 days prior to their start date.
4. NSTS will request that parents/guardians perform the in-home, rapid COVID test on his/her child who is a participant of Next Step To Success no more than three days prior to youth's return to the program after the program has been closed for school or other breaks lasting five days or longer.
5. To assist parents with administering this test, the NSTS Site Manager will review the test instructions with parents during a previously arranged ZOOM call/webinar to be held prior to the program's re-opening. During that time, the NSTS Site Manager will answer questions that parent have and encourage families to follow CDC guidelines as it relates to COVID-19.
6. Next Step To Success will accept proof of COVID tests from medical offices, clinics and pharmacies.

Rapid COVID testing:

1. **IF POSITIVE TEST:** If the rapid test is conducted and the result is positive, the youth is considered a positive case of COVID-19 and will need to stay home for 5 days until they receive a negative PCR/SARS COVID test result and/or have no symptoms or symptoms are resolving. After 5 days of staying home, youth may leave their homes but should continue to wear a mask around others for 5 additional days. If youth have a fever, they should continue to stay home until fever resolves.
2. **IF NEGATIVE TEST:** If the rapid test is conducted and the result is negative, a **non-symptomatic** youth, youth may attend NSTS. All youth are required to wear a mask when at the program, in program vehicles, and on field trips unless while eating or drinking.
3. **IF NEGATIVE TEST:** If the rapid test is conducted and the result is negative, however a youth has COVID-19 symptoms, they should not come to the program. Symptomatic youth may not return to NSTS until they obtain a negative result from a PCR-SARS COVID test (a "confirmatory PCR test") or complete a 5-day quarantine at home **AND** until at least 24 hours have passed with no fever and with improvement in other symptoms. Staff will encourage parents to take youth to their medical care professional. Once symptoms have cleared, youth should continue to wear a mask around others for 5 additional days. Youth will always be required to wear a mask when at the program, in program vehicles, and on field trips unless while eating or drinking.
4. The program will accept proof of COVID tests from medical offices, clinics, and pharmacies.
5. The program will follow CDC guidelines and the consultation of Next Step To Success's medical department regarding COVID-19 testing and protocols. A doctor's note from a participant's physician indicating that he/she may return to the program despite a positive COVID test result or indication of symptoms will not be accepted nor sufficient to participate in the program.
6. Based on CDC guidelines regarding COVID-19, NSTS will adjust the program handbook as necessary.

ACCIDENTS AND EMERGENCIES:

In the event of a non-emergent accident, first aid will be administered to your child. In the event of an emergency, the program will call 911 and contact the parent/legal guardian to inform them of the situation and where their child is being provided medical attention. If staff are unable to reach the parent/legal guardian, they will reach out to the emergency contacts provided on the Emergency Medical Form completed during registration.

Emergency Situations

- All staff members are trained and certified in CPR and First Aid.
- You may be called for minor bruises and or cuts.
- All pertinent data and health information will be transported with the child.
- An incident report for any incident/injury will be completed.
- A copy will be kept on file when any of the following occur:
 - An illness, accident or injury that requires first aid treatment; or
 - A bump or blow to the head; or
 - Emergency transporting; or
 - An unusual or unexpected event, which jeopardizes the safety of the children or staff, occurs.

PERSONAL BELONGINGS and TECHNOLOGY

Your child should not bring valuable electronics to the program (i.e., hand-held video games such as the Nintendo switch, tablets, laptops, Chromebooks, or portable speakers).

Cell phones are permitted; however, each child will be asked to put their phones up (will be monitored by program staff) during program hours. Your child is permitted to use his/her cell phone at times indicated by program staff.

If you need to reach your child, please call 757-404-1818 to speak with your child.

NSTS or our partnering agencies are not responsible for lost, stolen, or damaged personal property.

Parent/Guardian Participation and Responsibilities

Parents are the most significant adults in a child's life. In order for our program to be successful, we need your input. Therefore, NSTS parent meetings are **mandatory**. * We also ask that you attend all parent workshops and family night events as scheduled throughout the year.

Maintaining communication is an important part of each staff member's responsibility. Your input is important to us. Feel free to communicate often with our staff to enable us to provide the best assistance for your child. We seek your active involvement in our program and view you as our #1 partner.

**Parent may send a family representative over the age of 18 in their place to the meeting if unable to attend.*

PARENT NOTICES

We will regularly call, email, or text parents regarding information on your child's engagement in the program, specific activities, upcoming field trips, parent meetings and other news items.

INFORMATION UPDATES

We will periodically ask you to update the information in your file (i.e., home address, phone number, authorized emergency contacts, etc.) to ensure that our files are always current. Please report any

information changes to us as soon as possible. We ask that this information be shared with us in writing. All information remains confidential except for information that we have your written permission to share.

ACADEMIC PROGRESS REPORTS AND GRADE REPORT CARDS

NSTS is committed to helping your child be successful in their academic studies. To do so, we ask that you provide up-to-date and regular copies of your child's progress reports and grade report cards as soon as possible. By having this information, our staff can help your child strengthen their academic skills in core subject areas. Please note that during the summer camp, we do not offer homework assistance to children enrolled in summer academic classes.

BEHAVIOR EXPECTATIONS/CODE OF CONDUCT:

At Next Step to Success, we expect behavior from all professional staff and youth that is **respectful, responsible, and safe**. Youth are also asked to follow these as our goal is to provide an environment where all youth can feel safe and build lasting relationships, express themselves freely and explore their growth.

Please review the following code of conduct with your child:

1. Fighting is prohibited
2. Bullying is prohibited.
3. Sexual Misconduct including inappropriate photos, text, and email messages is prohibited.
4. Sexual Harassment – including soliciting any form of physical or sexual behavior or actions from others is prohibited.
5. Youth must respect each participant and staff member's personal space.
6. Profanity/Use of Bad or Inappropriate Language is PROHIBITED
7. Theft of Property is PROHIBITED
8. Possession or Use of WEAPONS OR ANYTHING THAT CAN BE USED AS A WEAPON ARE PROHIBITED.
9. Smoking/use of substances or alcohol is prohibited
10. Parents are responsible for the actions of their child(ren). You/affiliated parties are liable for any damaged property, windows, equipment, etc.
11. Youth are to be respectful of other youth, NSTS/NSTS staff, church staff, other parents, partnering agencies, guest speakers, visitors, and volunteers.
12. Youth are to always remain with the program and at our location with staff (in the line of sight of NSTS staff), unless participating in a field trip or excursion with the NSTS where youth still must remain with NSTS and in line of staff of NSTS staff and/or partners.
13. Unless approved by NSTS staff, there is no eating or drinking in company vehicles.
14. Participants must follow NSTS/NSTS transportation protocols which will ensure their safety. This includes that youth must use the seatbelts when in the company vehicles.

All program rules apply during program hours including when youth are transported in company vehicles.

NSTS staff advocates a safe and nurturing environment for all our youth participants and will not allow the actions of one to infringe on this.

MANDATED REPORTERS

Under the guidelines set by the state of Virginia, NSTS and its staff have the responsibility to prevent child abuse and neglect of the children enrolled in our program. In doing so, we are considered mandated reporters of suspected child abuse and/or neglect. It is our responsibility to report any suspected case of child abuse or neglect, should we witness and/or become aware of any possible cases.

NSTS, its programs and staff provide administrative responsibilities to protect children enrolled in our program should there be allegations of abuse and/or neglect. This includes notification to parents/guardians if there is an allegation of abuse/neglect from a staff member and/or volunteer, as well as our zero-tolerance policy should there be an allegation that a staff member/volunteer abused or neglected a child.

Discipline

Discipline consists of offering guidance and positive reinforcement. In the case of a behavioral issue, a youth may be given a break with the Site Manager or Assistant Site Manager. Our goals are to build strong, empowering, nurturing relationships with each young person and to guide him or her to constructive engagement.

The staff reinforces positive behavior choices to reinforce acceptable behaviors. In a case of a disciplinary problem, a conference with the parents/legal guardians may be requested. Problematic behaviors (such as profanity, theft, fighting, bullying, or other negative or unsafe behaviors) can be disruptive in the program and put everyone's safety at risk.

The staff and parents can typically work together to mutually resolve the problem; however, problems that are not corrected may result in your child being removed from NSTS.

Termination of Services Policy

Cause for termination includes, but is not limited to:

- Behavioral problems that cannot be mutually resolved by staff and parents which can potentially jeopardize the welfare and/or safety of your child, other children, partners, or staff.
- Failure to follow program policies.

Complaint Procedure

The complaint procedure is your vehicle to make your concerns known. Please do not hesitate to follow the recommended guidelines in the order listed below:

1. Talk with your child to find out the nature of the concern, whether it is staff or peer related.
2. Discuss your concerns with the Site Manager.
3. NEVER confront staff in front of the children. Always ask to speak to staff in private. *Keep in mind that staff may not leave youth unattended.*
4. Never confront other children or parents about your concerns. Let the Site Manager assist you in handling the matter in the most effective way possible.
5. If you are not satisfied with the way the matter was handled by the Site Manager, you may contact the Executive Director, Monique Turner-Lopez, at 757-524-5503.

CONFIDENTIALITY:

Next Step to Success will maintain confidentiality and respect each family's right to privacy, refraining from disclosure of any confidential information. Your child's personal information (e.g., application form) is stored away and only accessible to NSTS staff who are working with your child. However, if we have

reason to believe that your child's welfare may be at risk, we are bound by the law to share confidential information within state mandates to necessary state agencies or individuals, who may intervene on behalf of your child.

CONTACT INFORMATION:

Staff Name	Title	Cell Phone	Email Address
Monique Turner-Lopez	Executive Director	813-373-4738	mturner@nextsteptosuccess.org
Muhanma Garcia	Site Manager	757-404-1818	mgarcia@nextsteptosuccess.org
Imari Santiago	Assistant Site Manager	757-404-1569	isantiago@nextsteptosuccess.org
Matthew Vinson	Community Ambassador	(757) 450-2006	mvinson@nextsteptosuccess.org

Email: info@nextsteptosuccess.org

NSTS Main Address:

Next Step To Success
6400 Newport Avenue
Norfolk, VA 23505

POLICY CHANGES

This handbook was written for parents/guardians and youth participants to promote an understanding of the most current policies and procedures. As our program changes, there will be times when we may have to amend policies with little or no notice.

Any modification to the policies will be issued in writing. NSTS reserves the right to modify or change policies in this handbook at any time. The Parent/Guardian and Youth Handbook shall not be construed as a contract between NSTS and any of its parents/guardian or students.

NOTES:

To learn more about NSTS, visit us at our website at www.nextsteptosuccess.org

**NEXT
STEP**



SUCCESS

Parent/Legal Guardian Sign-Off Sheet

I and my child have participated in the NSTS Open House/Orientation on
(date)_____.

Based on my signature below and that of my child, I acknowledge that my child and I have learned about the NSTS policies and procedures, and we understand these policies and procedures. In addition, based on our signatures below, I have received and reviewed all the above written information outlined in the program handbook.

Parent/Guardian Name (please print)

Parent/Guardian Signature / Date

Child's Name (please print)

Child Signature / Date

Additional Children Enrolled

Child's Name (please print)

Child Signature / Date

Child's Name (please print)

Child Signature / Date

Child's Name (please print)

Child Signature / Date

