

# The CREW After School Parent Handbook



Regular School Days: 3:15 PM – 6:00 PM

Scheduled Early Release Days: 12:40 PM – 6:00 PM

**CREW After School Cell: 860-931-1021**

Recreation Coordinator: Leah Margelony, [LMargelony@TollandCT.Gov](mailto:LMargelony@TollandCT.Gov)

Tolland Recreation Department | 104 Old Post Rd. Tolland, CT 06084 | 860-871-3610

# Inside Your CREW After School Parent Handbook

Everything you need to know about your child's experience at CREW After School.

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# WELCOME TO THE CREW!

Welcome to The CREW After School Program!

CREW stands for Celebrating Recreation, Education and Well-Being. Our goal is to provide Tolland Intermediate School students with a safe, welcoming and engaging place to spend their afternoons after a full day of school.

We know that students have already worked hard throughout the school day. Our afternoons are designed to give them a chance to unwind, move, connect with friends, complete schoolwork and have fun.

CREW is more than simply after-school care. We want students to feel like they belong here. Through recreation, enrichment, positive relationships and opportunities to try new things, we encourage every student to build confidence, discover their strengths and enjoy being part of a community.

We are excited to have your family as part of 'The CREW'!

## OUR MISSION

At The CREW After School, we are committed to creating a safe, inclusive and engaging environment where children can grow through Recreation, Education and Well-Being.

We provide opportunities for students to:

- Explore new activities
- Build positive relationships
- Develop independence and confidence
- Stay active and engaged
- Complete schoolwork
- Practice cooperation, communication and problem-solving
- Discover new interests and strengths

## OUR VISION

We believe after school is more than care — it is a community.

By working together with families, students and staff, we strive to create an environment where children feel supported, respected and encouraged to step outside their comfort zone, try new things and discover their potential.

## PROGRAM INFORMATION

### Who Can Attend?

CREW After School is exclusively for students attending Tolland Intermediate School (TIS) in grades 3, 4 and 5.

Students must be enrolled at TIS to participate.

### Where Is CREW?

CREW is located at the Tolland Recreation Center - 104 Old Post Road

The Recreation Center is located next to TIS. CREW staff meet students at TIS dismissal and escort them to the Recreation Center.

### When Is CREW?

#### **Regular School Days:**

3:15 PM–6:00 PM

#### **Scheduled Early Release Days:**

12:40 PM–6:00 PM

CREW operates Monday through Friday throughout the school year when TIS is in session.

CREW does **not** operate on:

- School holidays.
- School cancellation days.
- Early dismissals caused by weather or other unexpected circumstances.

If TIS closes or dismisses early because of weather or another emergency, CREW will not operate that day.

If TIS has a delayed opening, CREW will operate on its regular afternoon schedule unless families are notified otherwise.

**2026–2027 SCHEDULED EARLY RELEASE DAYS:** The following scheduled Early Release Days are included in the annual CREW registration:

September 16, October 7, November 5, November 18, December 9, December 23, February 3, March 4, March 5, March 10, March 24, April 28, May 12, May 26, June 2 & June 14.

On scheduled Early Release Days, students are met at TIS at approximately 12:40 PM and escorted to the Recreation Center. CREW provides a special afternoon experience on these days, which may include themed activities, games, crafts, recreation and enrichment.

Snacks are provided on scheduled Early Release Days.

### **A TYPICAL AFTERNOON**

While the schedule may change depending on the day, weather and planned activities, a typical CREW afternoon includes:

## Arrival & Recess

Students are met at TIS dismissal and escorted to the Recreation Center.

We begin the afternoon with outdoor play whenever weather and conditions allow. Students may play on the TIS playscape, Recreation Center fields or other approved outdoor areas.

Outdoor time gives students an opportunity to move, get fresh air and transition from the school day into their afternoon.

## Homework & Quiet Time

Students have approximately 20–30 minutes of dedicated quiet time each afternoon for:

- Homework
- Reading
- Studying
- Projects
- Writing
- Quiet games
- Friendship bracelet making
- Other approved quiet activities

Students who do not have homework will be encouraged to choose another productive, quiet activity.

## Snack

On regular school days, families are encouraged to send their child with a snack and water bottle.

CREW provides snacks **only** on scheduled Early Release Days.

For everyone's safety:

- Students may not share food.
- Families must keep medical/allergy information current.
- Students will be encouraged to wash their hands before eating.
- Staff supervise students while they eat.

## Recreation & Enrichment

After homework/quiet time, students participate in a variety of activities such as:

- Sports
- Cooperative games
- Arts and crafts
- Enrichment activities
- Scavenger hunts
- Walks
- Outdoor play

- Team-building activities
- Board and card games
- Seasonal activities
- Special themed activities

Our goal is to provide a variety of experiences, so students have opportunities to try something new while also enjoying activities they already love.

## **HOMEWORK EXPECTATIONS**

CREW provides a dedicated daily period for students to work on homework.

CREW staff will provide a quiet, supervised environment and encourage students to use their time productively.

Staff are not responsible for completing, correcting or guaranteeing completion of a student's homework.

Students remain responsible for:

- Knowing what homework they have.
- Bringing necessary materials.
- Completing their assignments.
- Asking for help when needed.
- Bringing completed work home or submitting it as required.

Families should continue to communicate directly with their child regarding school assignments and academic expectations.

## **ATTENDANCE & ABSENCES**

Attendance is taken every day and at transitions throughout the afternoon.

CREW does not leave TIS until every scheduled student has been accounted for.

### If Your Child Is Absent from School

- If your child is absent from TIS, please notify CREW staff.
- If your child is attending school but will not be attending CREW that afternoon, please notify us as soon as possible.

## **CREW Cell: 860-931-1021**

You may call or text.

Providing advance notice is extremely important. CREW staff are responsible for accounting for every student before leaving TIS. When we know about an absence ahead of time, we can coordinate with TIS staff and avoid unnecessary delays or concerns about your child's whereabouts.

Please do not assume that notifying the school automatically notifies CREW.

## **DISMISSAL FROM TIS**

At the beginning of the school year, or when registering mid-year, families must notify the TIS office that their child participates in CREW and should be dismissed to Tolland Recreation staff.

CREW staff will meet students at the designated dismissal location and escort them to the Recreation Center.

Students will not leave TIS with CREW until staff have accounted for all scheduled participants.

## **PICK-UP PROCEDURES**

The safety of our participants is our highest priority. CREW students must be picked up by 6:00 PM. Identification Is Required. All individuals picking up a student must:

1. Be listed on the student's Authorized Pick-Up list.
2. Present valid identification.
3. Have their identity verified by CREW staff.

This includes parents and guardians. Please have your ID readily available at every pickup. This policy is in place to ensure that every student is released only to an authorized adult.

### Adding an Authorized Pick-Up

Families may add authorized individuals at any time. Please:

1. Update your child's authorized pickup information through your household account in MyRec, or
2. Notify CREW by text at 860-931-1021, or
3. E-mail the CREW After School E-mail: CREWAfterSchool@TollandCT.gov

The written notification is important, so CREW staff have a record of the change.

### Someone Arrives Who Is Not Authorized

CREW staff cannot release a child to someone who is not on the Authorized Pick-Up list. Please do not ask staff to make an exception at pickup.

### Custody Restrictions

If there are custody restrictions or individuals who are not permitted to pick up your child, these arrangements must be communicated to the Recreation Department in advance. Please contact the Recreation Coordinator to discuss any situation that may affect your child's pickup arrangements. Staff will not participate in custody disputes.

## **LATE PICK-UP**

CREW ends promptly at 6:00 PM. Families are expected to have a reliable plan in place to ensure their child is picked up on time. If you know you are going to be late, please contact the CREW cell phone as soon as possible: 860-931-1021.

If a child remains after 6:00 PM, staff will attempt to contact the parent/guardian and, when necessary, the emergency contacts listed on the household's account. If staff are unable to

reach family or emergency contacts, the Recreation Department may need to involve appropriate authorities to ensure the child's safety.

Repeated late pickups may result in a conversation with Recreation Department administration and may affect continued participation in the program.

## **BEHAVIOR & DISCIPLINE**

The CREW After School Program is committed to providing a safe, respectful and inclusive environment for all participants. We recognize that children are still developing social, emotional and problem-solving skills, and our approach to behavior focuses on teaching, redirection and positive reinforcement.

Students are expected to:

- Follow directions from CREW Staff
- Treat staff, peers and others with respect
- Keep hands, feet and objects to themselves
- Use appropriate language and behavior
- Remain with the group and follow established boundaries
- Respect CREW, Town of Tolland and School property.

When a behavior concern arises, staff will generally use redirection, reminders, private conversations and age-appropriate consequences to help the student correct the behavior and return successfully to the group.

For repeated or significant behavior concerns, parents/guardians may be contacted to discuss the situation and determine appropriate next steps. The CREW Director may work with families to develop strategies to support a child's successful participation in the program.

Behaviors that create a serious safety concern including physical aggression, fighting, threatening others, attempting to leave the supervised program area, bullying, intentional property damage or other dangerous behavior – may result in immediate parent/guardian notification and/or removal from an activity. Depending on the circumstances or dismissal from the program may be also considered.

The Recreation Department reserves the right to take immediate disciplinary action when necessary to protect the safety and well-being of the student, other participants or staff.

## **HEALTH & MEDICAL INFORMATION**

Families are responsible for ensuring that all medical information in their household account is accurate and current. Please notify the Recreation Department of any:

- Allergies
- Medical conditions
- Medications
- Emergency medical needs
- Changes to health information
- Other information that staff should know to safely care for your child

Staff review relevant medical information and are notified of medical needs that require special attention.

### Emergency Medications

If your child requires an emergency medication such as an inhaler or epinephrine auto-injector, the required information and medication arrangements must be established with the Recreation Department before your child participates.

Parents/guardians should not assume that staff know about medication or medical need unless it has been properly communicated to the Recreation Department.

## **FOOD & ALLERGIES**

CREW takes food allergies seriously. Families should provide accurate allergy information through their household account and notify the Recreation Department of changes.

- CREW follows these basic food-safety expectations:
- Students may not share food.
- Students wash their hands before eating when appropriate.
- Staff are aware of known allergies.
- Snacks provided by CREW on scheduled Early Release Days are selected with the allergy information provided by participating families in mind.

Because food products and ingredients can change, families should communicate any allergy concerns directly with the Recreation Department.

## **ILLNESS**

Please keep your child home when they are ill or experiencing symptoms that would prevent them from comfortably participating in a normal afternoon of activities.

Please notify CREW if your child will be absent.

If a student becomes ill during CREW, staff will contact the parent/guardian as appropriate.

Families should ensure that emergency contacts are current and reachable during program hours.

## **SAFETY & SUPERVISION**

Student safety is our priority. CREW staff supervise students throughout the afternoon, including during:

- TIS dismissal.
- The walk to the Recreation Center.
- Outdoor recess.
- Homework/quiet time.
- Activities.
- Bathroom transitions.
- Walks and outdoor activities.
- Pickup.

Attendance is checked throughout the afternoon and at transitions.

Students are expected to remain with their group and follow staff directions regarding boundaries and safety.

CREW maintains a staffing ratio of approximately 1 staff member for every 8 participants, while also maintaining a minimum of two staff members with students during program operations and pickup.

## **WALKS & OUTDOOR ACTIVITIES**

CREW students may participate in supervised walks, scavenger hunts and outdoor activities around the Recreation Center/TIS area.

Before leaving an area, staff conduct a head count. Students are supervised throughout the activity and counted again upon returning.

Staff carry necessary communication and emergency equipment during these activities.

Families should make sure children come prepared to participate outdoors. Please send your child with:

- Weather-appropriate clothing.
- Appropriate footwear.
- A water bottle.
- A snack on regular school days.
- Any necessary seasonal items such as a jacket, hat or gloves.

## **INCLEMENT WEATHER**

Outdoor activities are dependent on weather and field conditions. CREW may move activities indoors because of:

- Rain.
- Snow.
- Sleet.
- Thunder/lightning.
- Flooding.
- Extreme temperatures.
- Unsafe field conditions.
- Other dangerous weather conditions.

When weather conditions require a change in plans, staff will provide an appropriate indoor alternative whenever possible.

## **School Closures & Unexpected Early Dismissals**

If TIS is closed, CREW is closed.

If TIS closes early because of weather or another unexpected circumstance, CREW will not operate that day.

If TIS has a delayed opening, CREW remains scheduled for the regular afternoon unless families are notified otherwise.

Families should monitor TIS/Town communications during significant weather events.

## **EMERGENCY PROCEDURES**

CREW maintains emergency procedures designed to protect students and staff during unexpected situations. Emergencies may include:

- Fire
- Severe weather
- Building evacuation
- Medical emergency
- Dangerous person/lockdown
- Hazardous material
- Power or facility emergency
- Missing or unaccounted-for student

During an emergency, staff will prioritize:

1. Student safety
2. Maintaining supervision
3. Accounting for every participant
4. Following directions from emergency personnel and Town officials
5. Communicating with families when appropriate

Families should understand that during an emergency, staff may not be able to immediately answer phone calls or texts. Staff must first ensure the safety and accountability of the children in their care.

Emergency notifications to families will be provided by the Recreation Department when appropriate.

## **MISSING OR UNACCOUNTED-FOR STUDENT**

CREW takes student accountability very seriously. Students are accounted for when they arrive at TIS, when they transition between activities/locations and throughout the afternoon.

If a student cannot be located, staff will immediately begin established safety procedures, notify program leadership and take appropriate action based on the circumstances.

Families can help prevent unnecessary concern by notifying CREW whenever their child will not attend the program.

## **COMMUNICATION WITH FAMILIES**

We want families to feel comfortable communicating with us. The CREW cell phone is: 860-931-1021. Please use this number to communicate information such as:

- Your child's absence.
- A change to pickup.
- A newly authorized pickup person.
- A delay in pickup.
- Other information that affects your child's participation that afternoon.

Please include your name and child's name when texting so staff know who they are communicating with.

## Program Questions & Concerns

For questions or concerns that require administrative attention, families should contact the Recreation Department.

### **Recreation Coordinator:**

Leah Margelony

[LMargelony@TollandCT.gov](mailto:LMargelony@TollandCT.gov)

860-871-3610

### **Recreation Department:**

860-871-3610

Tolland Recreation Center

104 Old Post Road

Tolland, CT 06084

## **CONFIDENTIALITY & PRIVACY**

CREW respects the privacy of every child and family. Staff cannot share information about:

- Another participant
- Another family's circumstances
- Medical information
- Behavioral incidents
- Discipline
- Family contact information

If you have questions about your own child, please contact the CREW Director or Recreation Department rather than asking staff about another participant.

## **PHOTOS & SOCIAL MEDIA**

CREW may use approved program devices for program-related purposes when appropriate and consistent with Town policies and applicable permissions.

Staff are not permitted to use personal devices to photograph or communicate with participants.

Families should also respect the privacy of other CREW participants when taking photographs during program-related activities or events.

Please do not post photographs of other children without permission from their parent/guardian.

## **TECHNOLOGY**

Students may occasionally use technology as part of an approved activity or during quiet time. When technology is used:

- Students may only access school-approved or staff-approved activities
- Technology use is supervised
- Technology is a privilege and may be limited when it interferes with program expectations
- Students are expected to follow appropriate technology behavior

**REGISTRATION & PROGRAM FEES**

The 2026–2027 CREW After School program fee is: \$2,600 for the school year

Families may pay:

**Option A — Pay in Full**

Register online or in person and pay the full program fee.

**Option B — Monthly Payment Plan**

Families may request a payment plan by emailing: [Tollandrec@TollandCT.gov](mailto:Tollandrec@TollandCT.gov).

The payment plan is: **\$260 per month**

Payments are due on the first of the month and cover the following month's participation.

A \$260 payment is due at registration to reserve the participant's place and covers September.

Families must log into their household account to make monthly payments. The Recreation Department does not retain credit card information on file.

Payment Schedule

| <u>Payment Due</u> | <u>Due Date</u> | <u>Covers the Month of</u> |
|--------------------|-----------------|----------------------------|
| \$260              | @ Registration  | September                  |
| \$260              | September 1     | October                    |
| \$260              | October 1       | November                   |
| \$260              | November 1      | December                   |
| \$260              | December 1      | January                    |
| \$260              | January 1       | February                   |
| \$260              | February 1      | March                      |
| \$260              | March 1         | April                      |
| \$260              | April 1         | May                        |
| \$260              | May 1           | June                       |

Program fees are based on the Monday–Friday school-year model and may be adjusted if changes to the school calendar or school-day schedule materially affect CREW operations.

**SCHEDULE COMMITMENT**

CREW After School is a Monday–Friday school-year program.

Registration reserves a spot for the school year and is not designed to be used as a flexible drop-in program. Families may not customize their enrollment to individual days of the week or request a partial-week schedule. There is no partial-week or day-by-day enrollment option for the full-year CREW After School program.

**WITHDRAWING FROM CREW**

If your child will no longer attend CREW, written notice must be submitted to the Recreation Department by email: [Tollandrec@tollandct.gov](mailto:Tollandrec@tollandct.gov)

Notice must be received by the 15th of the month prior to the month of withdrawal.

For example: If you wish to withdraw your child beginning November, written notice must be received by October 15.

Requests received after the 15th will result in responsibility for the following month's registration fee.

## **UPDATING YOUR FAMILY ACCOUNT**

Families are responsible for keeping their household account information current throughout the school year. Please update your account whenever there is a change to:

- Address
- Phone number
- Email address
- Emergency contacts
- Authorized pickup individuals
- Medical information
- Allergies
- Medication information

Please remember that changes to authorized pickup should also be communicated directly to CREW by text at 860-931-1021. Keeping this information current is essential to your child's safety.

## **WHAT FAMILIES SHOULD SEND WITH THEIR CHILD**

### Every Regular School Day

- Water bottle
- Snack
- Weather-appropriate clothing
- Appropriate footwear
- Homework/school materials as needed
- Any personal items needed for the afternoon

### Early Release Days

- Water bottle
- Weather-appropriate clothing
- Appropriate footwear
- Homework/school materials as needed

CREW provides a snack on scheduled Early Release Days.

Please label personal belongings whenever possible.

## **FAMILY PARTNERSHIP**

The best CREW experience happens when families and staff work together. We ask families to:

- Keep account information current

- Notify us about absences
- Communicate changes to pickup arrangements
- Provide updated medical/allergy information
- Pick up by 6:00 PM
- Talk with your child about respectful behavior
- Encourage your child to follow staff directions
- Communicate concerns directly with the Recreation Department
- Support CREW expectations at home

In return, our staff will work to provide your child with a safe, welcoming and engaging afternoon experience.

# **FREQUENTLY ASKED QUESTIONS**

## **Can my child attend CREW only two or three days per week?**

No. The full-year CREW program is a Monday–Friday program. Families may not customize or prorate enrollment for individual days of the week.

## **Can my child attend only on Early Release Days?**

The full-year CREW program is not designed for this arrangement. Any separately offered Early Release/half-day program is subject to its own registration and availability.

## **Do I need to tell CREW if my child is absent from school?**

Yes. Please notify CREW directly at 860-931-1021.

## **What if my child is going to school but isn't attending CREW that afternoon?**

Please notify CREW directly. Do not rely solely on notification to the school.

## **Do parents need to show ID at pickup?**

Yes. Every time. This includes parents and guardians.

## **Can my child walk home from CREW?**

Only if this arrangement is permitted by the Recreation Department and has been properly established in advance. Please contact the Recreation Department before making this arrangement.

## **What if someone else is picking up my child?**

That person must be listed as an authorized pickup and must present identification.

## **What if I forget my ID?**

Staff cannot release your child without completing the required identification verification.

## **What happens if school is canceled?**

CREW is closed when TIS is closed.

## **What happens if TIS dismisses early because of snow?**

CREW will not operate that afternoon.

## **What happens on a scheduled Early Release Day?**

CREW begins at approximately 12:40 PM and operates until 6:00 PM. A special themed afternoon is planned and a snack is provided.

### **Does CREW provide homework help?**

CREW provides dedicated quiet time for students to work on homework. Staff encourage and support students but are not responsible for completing or guaranteeing completion of assignments.

### **What happens if my child has an allergy or needs medication?**

Please make sure all medical information is documented through your household account and communicate directly with the Recreation Department regarding any medication or emergency medical needs before participation.

### **Who should I contact if I have a concern about the program?**

Start with the CREW Director or Recreation Coordinator. You can reach out by speaking to the CREW Director during program hours, sending a text or leaving a voicemail to schedule a time to meet with them, or reaching out to the Recreation Office by phone or email to get in touch the Recreation Coordinator.

### **IMPORTANT CONTACT INFORMATION**

The CREW After School  
Tolland Recreation Center  
104 Old Post Road  
Tolland, CT 06084

CREW Cell: **860-931-1021**

Tolland Recreation Department: **860-871-3610**

Recreation Coordinator:  
Leah Margelony  
LMargelony@TollandCT.gov  
860-871-3606

Director of Recreation:  
Ryan Deneen  
860-871-3613

For general Recreation Department information, families may visit the Town of Tolland Recreation Department website. [Tolland Recreation Department](#)



# PARENT/GUARDIAN ACKNOWLEDGEMENT

I acknowledge that I have received and reviewed the 2026–2027 CREW After School Parent Handbook.

I understand the program's policies and expectations regarding attendance, pickup, communication, behavior, health and safety, registration, fees and participation.

I understand that it is my responsibility to keep my child's household account and emergency information current and to notify the Recreation Department of changes that may affect my child's participation or safety.

I understand that CREW After School is a Monday–Friday school-year program and that the program does not offer customized or partial-week enrollment.

I agree to support the expectations outlined in this handbook and work collaboratively with the CREW staff and Tolland Recreation Department to provide a safe, positive and successful experience for my child.

Parent/Guardian Name (Print): \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_

Child's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Welcome to another exciting year with the CREW! I am so grateful to have you on board.  
This isn't your typical after school program – we are building something special.

At CREW, everything we do is rooted in the three pillars we stand for:

**Recreation, Education and Well-Being.**