



BEYOND THE BELL

JCC ROCKLAND'S SCHOOL AGE CARE PROGRAM

2018-2019
STAFF HANDBOOK



JCC Rockland
450 West Nyack Road
West Nyack, NY 10994
jccrockland.org

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JCC ROCKLAND MISSION STATEMENT

JCC Rockland is dedicated to the enrichment and continuity of Jewish life and to the preservation and celebration of our rich heritage. The center shall strengthen individual awareness and connection to the Jewish community, the state of Israel, and the community at large through recreational, physical, educational, social, and cultural programs.

PURPOSE & PHILOSOPHY OF PROGRAM

ABOUT THE PROGRAM:

JCC Rockland's Beyond the Bell school age care program provides quality after-school childcare for children in grades K-7 (5-13 years old) at several sites in Rockland County. We offer homework assistance, snacks and supervised activities geared for your child's age group, developmental needs and personal interests.

PHILOSOPHY OF BEYOND THE BELL:

Beyond the Bell is committed to enhancing the overall well-being of children who attend our school age care program. Our program is designed to both enrich and complement your child's school experience. To that end, we strive to provide:

- A safe, healthy, stable environment.
- A capable, sensitive, caring and energetic staff who understand the needs of children in an after-school environment and who take part in ongoing staff development.
- Well-organized, age-appropriate activities and games for recreation and skill acquisition.

STAFF OVERVIEW

We strive to provide the best staff for all of our programs. All Beyond the Bell staff go through an interview process and references are checked. All staff also go through a background check and fingerprint clearance process from the State of New York.

We have several levels of coverage at each site.

- **Site Leader** – the point person who oversees the day to day operations at their site.
- **Assistant Site Leader** - helps support the Site Leader and is in charge in the Site Leader's absence.
- **Head Counselor** – A head counselor is a staff member who is 18 or older and has a minimum of two years' experience working with school age youth. They must also demonstrate a high level of leadership skills.
- **General Counselor** – These staff members are 16 years or older and serve as general staff in the program helping and assisting with all aspects of the program.

JOB DESCRIPTION

JOB TITLE: BEYOND THE BELL GENERAL COUNSELOR

JOB SUMMARY: Under the supervision of the Site Leader, a Beyond the Bell Counselor is responsible for assisting with all daily programming needs and supervision of students enrolled in program. Counselors work in a team context to assure that (1) programming is fulfilling the current needs of our membership and community, (2) that program space is utilized efficiently and effectively and (3) the mission and brand of the JCC is fulfilled at all times.

Duties and Responsibilities:

- Positive interaction with students, parents and co-workers
- Assist in daily program operation
- Set-up and clean-up of program space and activities daily
- Work in a team environment
- Implementation and follow through on all program policies and procedures
- Upkeep of site location for cleanliness and to meet all New York State guidelines
- Attend on-going staff trainings
- Provide supervision and direction to children ranging in age from K-7 grade.
- Act as a role model for participants and other staff
- Organize and implement “ Club” activities

Responsibilities may be changed as the needs of the JCC change. This would be done with prior consultation with the Site Leader and/or Chief Operating Officer.

Hours: Depending on the site, programs run for 3-4 hours a day starting as early as 2pm. All applicants need to be able to work a minimum of two shifts a week. Counselors may need to work additional days based on the needs of the program and the Site Leader’s requirements. All Beyond the Bell counselors are asked to work a minimum of 8 J Rock program days during the school year.

Staff should possess:

- Excellent communication and verbal skills.
- Experience and/or understanding of the development of educational programs in nonprofit or K-12 setting
- Skills and energy to work in a fast paced team environment
- Ability to serve as a role model.
- Experience and competencies in working in a multicultural environment.

Job Qualifications

- Minimum age requirement of 16 years
- Current HS student or beyond
- Minimum 1 year working with school age children in some capacity (babysitting counts)
- Physical Demands
- Ability to work on feet several hours at a time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position without compromising member care.

Staff Evaluations

All staff will receive evaluations performed and delivered by their leader mid-year (December) and end of year (June). Every staff member will have a review session with their leader to discuss the results of the evaluation. In the end of year evaluation a recommendation will be made to either 1. rehire 2. re-interview 3. do not ask back. All evaluations will be turned in to the COO after the review session. Staff will fill out evaluations about their Site Leader in the same time frame and return them directly to the COO. Site Leader's will conduct an evaluation of the COO in the same time frame. If a Site Leader notes an issue that needs to be addressed they will not wait until the evaluation period to have the conversation.

Staff Paperwork

All staff **MUST** have the following papers on file here at JCC Rockland prior to their first day of work:

- Complete Employment Application
- I-9 form and copies of ID verification
- W4 complete and updated as you change your filing status
- IT-2104 or IT-2104-E (under 18)
- Notice & Acknowledgement of Pay Rate (annually)
- Copy of Working Papers (Blue or Green card) if under 18
- Direct Deposit form with voided check (optional)
- Health Check Record with TB test completed
- Crime Statement complete and updated annually
- SCR form
- SEL form
- Fingerprints
- 3 references (at least two professional/ work/school related, one can be personal, no family members can be listed as a reference)
- Résumé (if post college)
- Diploma/Certifications (if post college)
- CPR/1st Aid cards (ALL staff 18+)

Please inform the Beyond the Bell office if any of your personal information changes.

STAFF POLICIES & GUIDELINES

Attendance – Staff are expected to arrive on time each day that they are scheduled to work. All staff set their work schedule with their Site Leader. On time means 5 minutes prior to shift start time to clock in and get settled to start shift.

Lateness – If you are running late it is your responsibility to contact your Site Leader as soon as possible and a minimum of 15 minutes before your shift is scheduled to begin. Staff lateness will be tracked in the Staff Shift Log at each site.

Sick Days – Staff are not allotted paid sick days. If you will be out sick please notify your Site Leader with a minimum of 2 hours' notice. Staff are asked to reach out to co-workers to find someone to cover their shift. Please notify your Site Leader of these arrangements. If you are unable to get coverage make sure you give your Site Leader enough time to try and find a replacement. If you will be out for two days or more due to illness or injury you MUST have a doctor's note clearing you to return to work. Staff Time-Off forms must be completed and returned to your leader to be placed in your staff file.

Absences (other than sick - If you need a day off that you are regularly scheduled to work please speak with your Site Leader with a minimum of one week advance notice to make sure they can get coverage. Your Site Leader will let you know if it is possible to have the day off. All appointments should be made on non-work days or before or after your shift. Days off due to appointments will not be accepted. If you are absent from work on two or more occasions on the same day of the week your work schedule maybe changed. If you have several absences or lateness's you may be terminated from your position. Staff Time-Off forms must be completed and returned to your leader to place in your staff file.

Time Clock – Staff are to clock in and out daily on the time clock upon arrival and departure from the program. Staff may be dismissed from work earlier than their scheduled shift due to a decrease of children in the program. We work on a 1:8 ratio not including the Site Leader or hallway/desk staff. Staff will be asked to clock-in and out for all staff meetings and all substitute staff will submit timesheets for payment of hours worked.

Dress Code - All staff members MUST wear their JCC Beyond the Bell shirts to help identify the staff on a daily basis. We are role models and guests in the schools. Please dress appropriately for work with children. NO short shorts, skirts, ripped jeans, undergarments exposed, low cut tops or anything else that you may be unsure of. ALL counselors are to be in sneakers/closed toed shoes during their work hours with the children.

Language – Once again we are role models for the children and other staff. Please make sure your tone, words and topics are appropriate for the space you are in. Children hear more than you think. Use of foul language or excessive slang will not be tolerated.

Cell Phones – All cell phones are to be off and away during program hours. The only exceptions are for Site Leader. Anyone seen using their phone during work hours will be terminated from their position on the spot. If you are waiting for an important call please speak with your Site Leader before your shift begins.

Smoking/Drinking & Drugs – We are working on school property with children. The use of any of these items during program hours is strictly prohibited and any staff that breaks this policy or arrives to work under the influence of any substance will be terminated on the spot.

Visitors – Staff are NOT permitted to have any visitors, including family members, during program hours or in the program space. If a visitor stops by, he or she must sign the visitor log and must have approval from the Site Leader before entering the program space. Visitors must adhere to the same policies listed in this section.

JCC Rockland Employee/Representative – All staff serve as representatives of JCC Rockland and all of its programs. Staff are responsible to review program guides and websites to be aware of all JCC events, programs, activities and policies. Staff will always conduct themselves in a positive manner even outside of work hours and on social media.

Social Networking, Internet, Photography, and Camera Use - JCC Rockland requires staff not to interact with Beyond the Bell participants on any social networking sites or applications. Staff are encouraged to use great discretion with regard to social networking. Individuals that choose to have social networking profiles need to be aware that these forms of networking are public and globally visible despite privacy settings.

We recognize that students and staff develop close trusting relationships with one another; however, staff should not exchange contact information (e.g. e-mail address, internet profile names, cell phone numbers, etc...) with students.

Beyond the Bell staff may not take pictures of students without the Site Leader approval. These pictures may not be posted to the internet or shared with any type of media at any time. JCC Rockland and Beyond the Bell staff may be responsible for taking pictures of students for their marketing efforts and newsletters as directed by the photograph policy within the Parent Handbook.

Any employee found to be in violation of any portion of this policy will be subject to immediate disciplinary action, up to and including termination of employment.

WARNINGS & TERMINATIONS

Staff will be responsible to hold to the policies and guidelines set forth. If a staff member violates any such policy the following action steps will take place:

Verbal warning (notification to Director Youth & Family Engagement)

Written warning (copy in staff file)

Dismissal from employment

Please note extreme cases may proceed to step 2 or 3 if the situation justifies this action and all staffing decisions are at the discretion of the COO.

STAFF TRAINING

All staff MUST complete 16 hours of training per school year. All new staff MUST complete a minimum of 16 hours in the first 6 months of employment. There are 8 topic areas that MUST be covered in these hours of training.

- Principles of Childhood Development
- Nutrition & Health Needs of Children

- Program Development
- Safety & Security Procedures
- Business Record Maintenance & Management
- Child Abuse and Maltreatment, Identification and Prevention
- Statutes and Regulations Pertaining to Child Care
- Statutes & Regulations Pertaining to Child Abuse & Maltreatment

JCC Rockland BTB mandates that ALL staff 18 years of age or older be certified in CPR & 1st Aid. Classes will be scheduled throughout the school year. Your class is paid for and you are paid for your hours attending the training.

Training Hours Needed

New Staff - 16 hours within the 1st 6 months of employment

Counselors - 16 hours per year

Assistant Site Leader - 20 hours per year

Site Leader - 30 hours per licensing period with a minimum of 20 hours per year

Training Schedule

All Trainings are held at JCC Rockland 7:00-9:00pm unless otherwise stated. All staff MUST RSVP yes or no a minimum of one week in advance to their Site Leader. If you are unable to attend the meeting you must make up the training hours and topic within one month of the training date with an approved training and at your own expense (there are FREE online trainings for each topic area). All fees for trainings held at JCC Rockland are covered and all evening trainings include dinner. You will sign in and get paid for your hours of attendance for these trainings. If you miss two or more trainings per year, you may risk termination of your employment.

Snow Days & Emergency Closures

BTB will be closed when school is canceled in the morning, dismisses early due to weather or any other emergency, or if the district cancels ALL after school activities. If the weather is harsh and schools do not close early the BTB program will be open at the discretion of the COO. If the program is going to close, you will be notified with a phone call, Remind text alerts and email as early as possible. If there is a question about the status of the BTB program, please feel free to call or email the BTB office, 845.362.4400 ext.101 or jodia@jccrockland.org. JCC Rockland also posts updates online at www.jccrockland.org and JCC Rockland's Facebook page please check these sites for updated information during bad weather. If the BTB program remains open during harsh weather we ask parents to pick up their children as early as possible to ensure a safe ride home for you and all of our staff. If the weather is bad and you cannot or do not feel comfortable enough to drive to work, please notify your Site Leader at least one full hour before the start of your shift.

CURRICULUM & SAMPLE SCHEDULE

The Beyond the Bell program offers a variety of activity choices including arts and crafts, organized group games, outdoor play, table games, homework assistance, and special events. Daily nutritional snacks will be provided. Each site has its own daily schedule of activities to meet the needs of their participants and parents.

SAMPLE DAILY SCHEDULE

While each site has its own specific schedule, the following schedule gives you an idea of a typical day at JCC Rockland's Beyond the Bell School Age Care Program.

- **2:15-3:15PM** Children arrive or are picked up for the program
- **Within 10 minutes** of the start time attendance is taken and all children scheduled for that day are accounted for.
- **2:15pm** a small snack is available for children to enjoy (for early schools)
- **3-4pm** Open/Free play: several stations are set-up for children to choose from and have some time to unwind from their day at school.
- **4-4:30pm** Snack time for the entire site
- **4:30-5pm** Homework Time and/or Gym/Outside play. Homework space is provided for children to be able to start on their homework assignments.
- **5-6pm** Gym or Outside Play and Specialty Stations/Activities
- **6:30pm** Program Ends
- Parents may pick up at any time during the program.

HOMEWORK POLICY

We ask each family to inform their Site Leader of their preference as it relates to homework. You will be able to fill out a homework form stating if you would like your child to start, complete, or not do their homework at the program during their first week of attendance. You can update this information at any time during the school year. Staff will be provided in each room during homework time to provide as much assistance as possible to each child. Our staff are trained to help make sure children clearly understand the directions and to redirect and focus them as needed. Our staff will talk with parents or attach notes to homework if a child is having a difficult time or something should be brought to the parent or teacher's attention. Staff will remain in the homework room for a maximum of one hour or until the last student is done (whichever comes first). Children are able to continue completing their homework assignments independently, without staff assistance, after the hour of designated time is over with staff supervision in the program space.

DISCIPLINE POLICY

All participants are expected to conduct themselves appropriately and follow school rules while attending Beyond the Bell. We believe that discipline:

- Is based on logical consequences
- Places the responsibility on the behavior
- Keeps options open
- Is an active teaching process that emphasizes teaching a person to act in a way that will result in more successful behaviors.
- Is a learning opportunity

The following actions will be taken when a child exhibits inappropriate behaviors during the BTB program:

Step 1 - Verbal Reminder - Staff will use verbal cues to redirect, correct and remind the child about appropriate behaviors.

Step 2 - Time In - When a child uses inappropriate behavior, the child will receive Time In. This is where the child and a staff member will sit and discuss the behavior and options as well as actions that can be put in place for the child to better handle a similar situation going forward.

Step 3 - Time Out - This is when the prior two steps have been met with resistance or complete disregard. The child is given a short period of time (no more than one minute per age of child, not to exceed ten minutes) to relax and reflect on the situation. During this time, the child will be separated from others in the program but in the view of staff. The child may be asked to use this time to write or color about the situation.

Step 4 - Parent Alert – Parents will always be notified at pick up of any behavior issues that came up that day (this will take place during your regular pick-up conversation with staff) or a call will be placed prior if the situation justifies such action be taken. You will receive an email or phone call if a parent/staff conference is necessary. During this conversation or exchange a date and time will be arranged for a private conference to take place and further discuss the behaviors and plan of corrective action.

SUSPENSION/EXPULSION

If the behavior of a child causes bodily harm with visual signs of abuse, the act is done with malice or there is continued behavioral issues, the Site Leader in conference with the COO may place a child on suspension for one to five days. If upon the child's return to the program the behaviors that caused the suspension or other issues arise the child may be expelled from the program at the discretion of the COO.

This policy will be followed by all Site Leaders and their staff. Special considerations will be handled on a case by case basis at the discretion of the COO.

A set of Site Rules will be constructed at the start of every school year with participation and

suggestion from all staff and children in attendance. They will be positive in nature and will then be posted at the sign out area as well as in other locations throughout the program space.

HEALTH & SAFETY

HAND WASHING

Children and staff must wash their hands with soap and warm running water as needed. Staff and children will wash their hands whenever hands are contaminated with bodily fluids and always wash:

- Upon arrival to the program
- After using the bathroom
- Before and after caring for a sick child
- Before any food service
- Before setting the table
- Before and after eating
- After handling any animals
- After playing outdoors

HOUSEKEEPING

The program will keep the premises (including furniture, fixtures, toys and equipment) clean, safe, disinfected and free of debris and potential hazards. Materials dangerous (toxic) to children will be kept secure in a way that is inaccessible to children, away from food storage and preparation areas. Staff will protect children from potential hazards, such as, caustic or toxic art materials, cleaning agents, medications, hot liquids and exposure to extreme heat or cold.

All garbage and refuse containers will be durable and will be constructed of materials that do not absorb liquids. All bathrooms will have toilet paper, soap and disposable towels kept at the reach of all children in the program. Signs showing proper hand washing will be posted.

SICK CHILDREN AND STAFF

The staff will conduct daily health checks (consisting of a brief visual observation) of each child that enters the program. At that time, a decision is made whether the child's condition suggests illness that will warrant further observation or for the child to be sent home.

Any children that show signs of illness will be isolated from other children. Parent(s) will be notified and asked to pick up the child from the program. While waiting for pick up the child will be kept as comfortable as possible with a quiet place to rest under the supervision of staff.

Children and Staff exhibiting the following symptoms should be kept home:

- Fever of 101 or higher
- Thick, runny, discolored discharge from the nose
- Discharge from the eyes
- Sneezing and/or profuse coughing
- Head lice
- Diarrhea

HOW TO CONDUCT A DAILY HEALTH CHECK

As each child is picked up from their classroom or enters the program the staff member responsible for that group will briefly take a once over (with your eyes only) of each child to look for any signs of illness, maltreatment or neglect. If any such signs are noticed the staff member will notate this on the D.O sheet and report the findings to the Site Leader in a private manner.

Any children that show signs of illness will be isolated from other children. Parent(s) will be notified and asked to pick up the child from the program. While waiting for pick up the child will be kept as comfortable as possible with a quiet place to rest under the supervision of staff.

FOOD & NUT POLICY

Beyond the Bell is a nut aware program. We try to avoid items that contain nuts, may contain nut products or are produced in a factory that uses nuts. We continue to monitor the needs of our participants throughout the school year and will adjust this policy if needed. If the school where BTB is being held is or becomes a nut free space we will follow and become nut free as well. We do ask that NO outside food is brought in to the program unless it is approved by your Site Leader.

EMERGENCY PROCEDURES

In case of an accident, the emergency procedures will be as follows:

1. A trained staff member will administer immediate basic first aid.
2. A staff member will contact the parent if immediate medical care is necessary.
3. In case the parent or designated emergency contacts cannot be reached, the staff have the authority to call the designated physician and/or 911 for transportation to the hospital. A staff person will accompany the child to the hospital and stay until a parent or guardian arrives.
4. Information regarding the accident will be recorded on an incident report form, and filed with the appropriate governing agencies as necessary. Parents will also be asked to sign any necessary forms.

FIRE SAFETY

One evacuation drill must be conducted at least monthly during various hours of operation. The program must maintain a file of each evacuation drill conducted.

SHELTER IN PLACE DRILLS

A shelter in place drill is required to be performed two times per year. This drill is a response to an emergency that creates a situation in which it is safer to remain in the building rather than evacuate, ex: severe weather conditions, extreme temperatures, rabid animal, chemical/biological spill, etc. Staff will inform parents prior to conducting this drill. In case of an emergency, each program has a designated relocation site. Parents will be notified via email, social media updates, and/or phone calls.

SPECIAL NEEDS POLICY

JCC Rockland's Beyond the Bell School Age Care Program will work with families to devise a plan that will enable us to meet the individual needs of each child. We are required by the Americans with Disabilities Act (ADA) to make reasonable accommodations to provide fully inclusive school-age care for any child with special needs. Reasonable accommodations include adapting space and activities so that all children can participate fully. When the participation of a child requires a level of staff or resources that go above and beyond the reasonable accommodations, we will invite the family to take part in a conversation to help us identify additional sources of support before determining that we cannot accept or continue the enrollment of the child.

CULTURAL DIVERSITY STATEMENT

JCC Rockland's Beyond the Bell School Age Care Program will strive to hire staff that can relate to the child in his/her home language and culture in order to maximize the congruence between home and the BTB program site. JCC Rockland will prepare written information, such as handbooks in the child's home language whenever possible or necessary.

ANTI-BULLYING

In keeping with our goal to promote acceptance and tolerance for all people and in order to keep all the children in our programs safe, JCC Rockland cannot allow any child in our program to hurt or be hurt by others. This can include physical, emotional, or verbal actions. Our policy specifically prohibits name-calling, hazing, and sexualized language, and singling out one child for different treatment. JCC Rockland provides adequate staffing, supervision, and monitoring for all child activities. Any incidents of the above behaviors will be brought to the attention of the Site Leader. Each incident will be handled on a case-by-case basis. All discipline actions will be in accordance with the Discipline Policy. Parents who have concerns that their child is being bullied are encouraged to speak with the Site Leader.

REPORTING ABUSE, MALTREATMENT AND/OR NEGLECT POLICY AND PROCEDURES

JCC Rockland School Age Care programs serve as mandated reporters. Any staff member that notices signs of abuse, maltreatment or neglect will contact the Mandated Reporter hotline at **1.800.635.1522**. The staff person that notices the situation to be reported will be the one to make the call. If it is a counselor in the program they will make this call with the support and assistance of the site leader. The COO will be notified of all calls and reports that are filled immediately.

No staff member can be left alone with a child or group of children at any time. Only staff 18 years of age or older may be head of group. All staff members must have completed SCR forms and clearance letter as well as a fingerprint clearance on file. Staff will NOT question children about suspected abuse, maltreatment or neglect.

Once the report is filed the Child Protective Services case worker will inform us of steps and actions that must be taken. We will follow the directions given fully. Our staff will not take any actions unless instructed to by the CPS worker.

The public hotline to report abuse, maltreatment or neglect is: **1.800.342.3720**

SCHOOL CALENDAR 2018/2019

JROCK VACATION PROGRAM DATES/STAFF MEETINGS

SEPTEMBER 2018

5 Clarkstown & Nyack 1st Day
26 BTB Full Staff Meeting

OCTOBER 2018

8 Columbus Day JRock
22 BTB Full Staff Meeting
24 Clarkstown Early Release

NOVEMBER 2018

6 Election Day JRock
12 Veterans Day JRock
21 Nyack Early Release
28 BTB Full Staff Meeting

DECEMBER 2018

20 BTB Full Staff Meeting
24 JRock
25 Xmas no programs
26 JRock
27 JRock
28 JRock
31 JRock Close at 4pm

JANUARY 2019

1 New Years Day No programs
16 Clarkstown Early Release
21 MLK Jr Day JRock
29 BTB Full Staff Meeting

FEBRUARY 2019

4 Clarkstown off JRock
18 Presidents Day JRock
19 JRock
20 JRock
21 JRock
22 JRock
25 BTB Full Staff Meeting

MARCH 2019

22 JRock
28 BTB Full Staff Meeting

APRIL 2019

10 Clarkstown Early Release
19 JRock close at 4pm
22 JRock
23 JRock
24 JRock
25 JRock
26 JRock
29 BTB Full Staff Meeting

MAY 2019

24 Clarkstown closed No program
28 BTB Full Staff Meeting

JUNE 2019

21 Clarkstown Early Release
24 Clarkstown Early Release
24 Nyack Early Release
25 Clarkstown Early Release
25 Nyack Early Release
26 Clarkstown last day Early Release
26 Nyack last day Early Release

CONTACT LIST

Eliza Millman

Chief Operating Officer

Office - 845.362.4400 ext. 136

elizam@jccrockland.org

Jodi Anton

Administrative Assistant

Office - 845.362.4400 ext. 101

jodia@jccrockland.org

BTB @ New City

Elayna Kirschtel, Site Leader

Cell- 845.323.9668

E-mail- NCBTB@jccrockland.org

BTB @ Link

Wendy Solomon, Site Leader

Cell- 914.643.8694

E-mail- LinkBTB@jccrockland.org

BTB @ JCC

Brent Osborne, Site Leader

Cell - 845.664.2373

E-mail- PRBTB@jccrockland.org

BTB @ Valley Cottage

Michelle Funfgeld, Site Leader

Cell- 845.729.7321

E-mail- VCBTB@jccrockland.org

SCHOOL ADDRESSES:

New City Elementary - 60 Crestwood Drive, New City, NY 10956

Link Elementary - 51 Red Hill Road, New City, NY 10956

Valley Cottage Elementary - 26 Lake Road, Valley Cottage, NY 10989

JCC Rockland - 450 West Nyack Rd, West Nyack, NY 10994