



**LEARN**  
**Resource**  
**Center**

**PARENT HANDBOOK**  
**2020-2021**

New Haven Primary  
New Haven Intermediate  
Heritage Elementary  
Woodlan Elementary

*Updated 06/2021*

# PROGRAM MISSION

The mission of the LEARN Program is to offer diverse, high quality activities that promote leadership and youth development through enrichment activities, unique experiences, and opportunities to develop relationships with adults and peers.

## ADDITIONAL PROGRAM INFORMATION

### **Program Philosophy**

LEARN provides safe, enriching, and fun activities that are conducive to social interaction and learning for students in K-6<sup>th</sup> grades during the school year. In addition, LEARN offers educational activities to support school academics. Through our activities and student interactions, we strive to show children how to feel good about themselves, make healthy choices, resolve differences and contribute in healthy ways to their community.

Staff works with teachers, principals, social workers, nurses and special needs experts that work with your child. We hope it sends a message to families that we support them in their task of raising healthy, happy, responsible and capable children. LEARN supports families by including them in their child's day and offering our expertise in the care and nurturing of their children.

### **Holiday/Service Days**

LEARN follows East Allen County School schedule. LEARN business office will be closed for the following holidays:

New Year's Eve Day, New Year's Day, MLK Day, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, Christmas Eve Day, and Christmas Day.

There will be no programs held during EACS Winter or Spring Breaks. There may be other days periodically throughout the year when program will close to allow time for staff in-service days. Please check the program calendar for those days.

### **Confidentiality**

The privacy of the children and parents whom we serve is important to LEARN Resource Center. All information given to LEARN Resource Center is considered private and will be held in confidence unless authorized by the parent for disclosure or a court order is issued requiring the release of stipulated information.

### **Inclusiveness Statement**

LEARN is designed to provide out-of-school opportunities for children and youth enrolled in grades Kindergarten through 6<sup>th</sup> grade. All children must consistently demonstrate appropriate social skills, follow adult direction, show readiness for program activities and follow the program's basic safety rules. We recognize the value of a diverse participant base and will not discriminate in decisions and actions involving participation on the basis of age, race, gender, color, national origin, disability, religion, or sexual orientation. We, however, reserve the right to separate genders and/or groups for particular program activities for educational reasons, making sure that all activities are equitably available.

### **Staff**

Program staff is the key to the development of quality programming. Staff work together to provide the best possible environment for children. All staff is required to participate in professional in-service training throughout the year and all are trained in First Aid. Staff certified in CPR is also on site.

## **No Smoking**

There is **no smoking** at program sites (indoor & outdoors) as well as at any off site activities.

## **LEARN Website, Social Media and eNews**

Please check the LEARN website and social media sites regularly for updates, news and stories. LEARN is on Facebook and Twitter. You can find links to these on our website. LEARN will send a monthly newsletter through the Procure App. The newsletter will provide a variety of information/news/upcoming events for parents. Content may include recent activities at your child's program site, information on program closure dates, activity ideas and more.

# **GENERAL GUIDELINES**

## **Eligibility**

All participants must meet the grade requirements to be registered. All participants must be toilet trained. Participants must be able to feed and dress themselves. Assistance will be given to younger children (or children with special needs) for tying shoes, and handling buttons, and other more difficult tasks.

Youth must be able to communicate effectively with staff so questions and problems can be adequately addressed: i.e. restroom breaks. Children must also respond to their given name, for their own safety.

## **Special Needs**

If a child does not meet the established guidelines and needs an exception or has special needs, on a case-by-case basis, LEARN will review whether it can accommodate the exception or request. Whether it can accommodate the special needs will depend on safety issues (whether there will be a direct threat to the health or safety of the child or others) and/or whether LEARN can provide its services and programs to the child and others without fundamentally altering the nature of the program without undue burden.

Parents need to discuss with LEARN exactly what is needed and what limitations the child has so that we can properly evaluate these issues. If a child's needs require significant individual attention by a staff, it may not be possible for the child to participate.

## **Staff to Child Ratios**

At all times, employees are to maintain appropriate staff:child ratios. The maximum number of children to be supervised by one (1) staff person is fifteen (15) if there are children who are five (5) years of age in the group, and twenty (20) for groups containing only children who are six (6) years of age or older. LEARN typically runs a staff to child ratio of 1:10.

## **EACS School Policies and Dress Codes**

Since, LEARN Resource Center holds its programs in EACS buildings, LEARN complies with EACS School Policies, including EACS Dress Codes established at each school. Please refer to your child's school's Parent Handbook.

# **REGISTRATION AND PAYMENT INFORMATION**

## **How to Register**

LEARN Resource Center uses an online program, Procure, for registrations, payments, etc. Access to our registration link can be found on our website under the Registration tab at: [www.learnresourcecenter.org](http://www.learnresourcecenter.org)

## **Registration Fee**

A per family registration fee is due at time of registration. Registration fees are **NOT** refundable.

### **Program Fees and Late Payments**

Payments are to be made on the Friday before attendance. If payment is not received by the following Monday when dropping off your child(ren) in the morning, or at pick up in the afternoon, you will be charged a \$10 late fee. Payment can be made through the Procure App, or by placing check, cash, or money order in the payment box available at each site.

### **Past Due Payments**

Any parent/guardian owing a past due balance may not register their child in any other LEARN program until their account balance has been paid in full. LEARN reserves the right to disenroll youth participants if fees are not paid.

### **Returned Checks**

There will be a \$25 charge for each time a check is returned.

### **Absence/Credits/Refunds**

When you enroll your child(ren) in the before and/or afterschool programs, you are reserving the time, space, staff and provisions (which are purchased in advance) for your child(ren) whether they attend or not. Absences will not be deducted from your weekly fee.

LEARN will be closed on the following holidays, and regular fees are charged during the weeks in which they occur: Labor Day, Martin Luther King, Jr. Day, President's Day, and Good Friday. Regular fees are also charged during weeks where there is a school in-service day schedule as well as weeks with cancellation days.

If you have paid ahead on your weekly fees and withdraw your child from the program, you may request a refund. Refund requests must be made to the Operations Manager. Processing may take between 2-3 weeks.

### **Waiting Lists**

In the event that our program fills prior to your registration, you may place your child on our waiting list. You will be contacted if a spot becomes available.

### **Financial Assistance**

LEARN Resource Center provides limited financial assistance through its Scholarship Fund. A family must meet the required guidelines in order to receive financial assistance. Applications are available at the Business Office and are accepted on a first come, first served basis. Regular fees are due until approval of the financial assistance application is made.

### **Address & Telephone Numbers**

Please inform LEARN in writing of all changes to address and phone numbers. If your emergency numbers change, it is important that we are notified immediately to ensure proper notification of parents in case of an emergency. Also, please notify LEARN if you are going out of town; this allows us to quickly contact others on your emergency contact list if necessary.

## **PROGRAM INFORMATION AND PROCEDURES**

**Program Sign In** – When dropping off your child in the morning for Before School LEARN, you MUST escort your child in to the school and use the Procure App to sign your child/ren in. LEARN cannot allow children to be “dropped off” outside the school.

**Program Sign Out** – If you are picking up your child from the school, your child(ren) should be picked up no later than 6 PM. You will use the Procure App to sign your child/ren out. When signing your child out, it may take a little time for staff to know who is picking up each child. Please have your government issued picture ID ready. Adults not listed on the registration form, not authorized in writing by a parent, or without proper identification will not be permitted to remove a child from the

LEARN program. Another designated adult may be added by notifying the Site Director in writing at least one day before authorization is to be given for that child's/children's release to that adult. It will be the parent's responsibility to inform all adults who may pick-up their child(ren) of the picture identification requirement.

**Points to Remember:**

- Sign your child in/out every day using the Procure App.
- Bring a government issued picture ID to sign out your child. This ID must be a driver's license or government issued ID. Work badges will not be accepted. Your ID must be shown every time a child is released-until staff become familiar with parents. Your child will only be released to those adults to whom you have authorized in writing.

**Late Pick Up Fees** – Our afterschool programs end at 6 PM. It is your responsibility to have your child picked up by this time. If your child has not been picked up by 6 PM and you have not contacted us:

LEARN staff will attempt to contact you and/or one of the emergency contacts on your child's registration form to come pick up your child(ren). **You will be expected to pay \$1 per minute for each the time your child remains at program after 6 PM.** The fee is payable upon arrival or the next program day. If there has not been a plan for your child(ren) to be picked up by 6:30 PM, the local police or Child Protective Services will be called.

**Release of Children to Intoxicated/Impaired Person**

In the event that a LEARN staff suspects the individual picking up a child to be intoxicated or impaired, LEARN staff are required to:

- 1.) Separate the individual from the child(ren);
- 2.) Discourage the individual from leaving with the child and offer to call someone from the emergency contact list;
- 3.) Let the individual know that if he/she chooses to leave with the child, the police will be notified.

**Walk/Ride Policy**

Participants in the LEARN program are not permitted to walk or ride a bike home. A parent or designated adult must pick the child up from the school.

## **PARENT PARTICIPATION**

Parents are an important part of our program. We encourage you to share your talents, hobbies, and/or profession with our program. Please contact your child's site director to volunteer your services.

**Program Surveys**

Surveys will be distributed during both fall and spring semesters. Parents are encouraged to give LEARN feedback on the program.

**Visitation**

Parents are welcome visitors to our program. We appreciate input regarding program expectations, suggestions, ideas and comments on ways to improve our services to you and your family.

You may direct any suggestions, concerns, compliments and complaints to program staff, the site director, or the agency's Executive Director.

Parents are encouraged to participant with their children in a variety of activities.

**Parent Grievance**

If a parent has a concern about the program, the following process has been established to ensure

that the concern is addressed. Concerns should be presented in the following manner:

- 1) The parent/legal guardian should first discuss their concern with the LEARN Site Director.
- 2) If after talking with the LEARN Site Director, and you, the parent/guardian does not feel that their concern was addressed satisfactory, then the parent/legal guardian may discuss their concern with the Program Director
- 3) If after talking with the LEARN Program Director, and you, the parent/guardian does not feel that their concern was addressed satisfactory, then the parent/legal guardian may discuss their concern with the Executive Director.

While caregivers may wish to express their own concern, the staff will only respond to concerns in detail with the participant's parent/legal guardian.

**Separated Parents:** If parents are separated and not legally divorced, LEARN Resource Center cannot deny parent access to a child. If one parent is concerned about the safety of the child when the child is with the non-custodial parent, action should be taken through the court system.

Without legal documentation, LEARN staff will not prevent access to the child by either parent.

**Divorced Parent:** In cases of divorce, either parent may pick up a child unless a court order indicates limited visitation or no visitation. If parents are in the process of separation or divorce while the child is at LEARN, every attempt should be made to keep staff members updated on issues affecting a child's custody or emotional well-being. Custody agreements must be kept on file at the agency's business office.

**Guardianship:** If a legal guardian rather than a parent enrolls a child, a copy of all appropriate legal paperwork must be on file at the program site. This is especially critical if natural parents have no custodial or visitation rights.

#### **WHAT CHILDREN SHOULD NOT TO BRING TO PROGRAM**

- Gum, candy, soda pop and all toys!
- All electronic devices and MP3 Players
- Any type of cards: magic, trading, Pokemon, etc.
- Pocket knives/weapons
- Expensive items
- Cell phones and pagers
- Any additional items or clothing deemed inappropriate

## **PROGRAM SCHEDULE/ROUTINE**

### **CURRICULUM**

The LEARN program uses curriculum designed to meet the goals of our program, provides a variety of activities including arts and crafts, sports and games, music, science and discovery, math and literature, fitness and wellness activities, special interest areas, and special events. Activities are planned to meet the needs and interests of the children. A calendar of events is available each month at the parent table and sent out by eNews.

### **DAILY PROGRAM SCHEDULE DESCRIPTION**

**Before School** begins at 7 AM and is held until school starts. As children arrive, they typically will choose an activity to participate in, small group activity, or independent time activity. During program, children may go outside for free time or an organized activity.

**Afterschool** begins when school is released and is held until 6 PM. Each day, program starts with taking attendance and snack time. After snack, children typically begin Homework time for

approximately 30 minutes. During this time, children can work on their homework. Depending on the child's homework load, he/she may or may not complete it all. For children without homework or completing homework early, he/she will be provided enrichment activities or reading to choose from.

After homework time, children will participate in a wide variety of academic enrichment activities (science, math, reading, and writing), on-line enrichment activities, small and large group games/activities, creative arts, physical activities, and/or independent time activities. From time to time, your child will participate in special activities including celebrations, guest speakers and programs.

### **OUTDOOR PLAY**

Outdoor play periods are required for the children each day as the weather permits. In inclement weather, indoor large muscle activities will be provided in the gym. The outdoor play period may be canceled or the length of time adjusted for extreme temperatures or threatening weather. Children will stay indoors if the temperature is 15-degree F or below or the wind chill factor is 0-degree F or below, or if the temperature is 95-degrees F or above or the heat index is 100-degrees F or above.

Outdoor play will not be provided when there are non-weather related safety issues outside. When an air quality alert is issued, children will not remain outdoors for extended periods and strenuous outdoor activity will be avoided. Please see that children are dressed appropriately for active play for both indoors and outdoors. This includes appropriate shoes for active play, and hats, gloves, and boots for winter snow play.

### **HOMEWORK POLICY**

The LEARN program will provide time and opportunity for students to work on their homework after-school, but youth will not necessarily have completed it before going home. It is up to the initiative of the child to work on their homework. Staff will not "police" youth's honesty related to whether they have homework or not. In addition, children may choose to work on their homework during choice time activities, but will not be "forced" to complete their homework. Only during the 15 minute snack time, do we ask that the child refrain from working on any homework in order to experience a "family" time of eating together with their group. (See Homework Policy for further details.)

### **EACS e-Learning DAYS**

EACS hold e-Learning Days on days when a regularly schedule school day has been cancelled. It is anticipated that students complete their e-Learning assignments on that day when teachers are accessible online to help any student who may need it from 9 AM -3 PM. However, students are provided 5 school days in which to complete their online assignments.

For students without internet access or for students who do not complete their e-Learning on the closure day, each school opens its computer lab for students to come in 1 hour before school starts and to stay up to 1 hour after-school.

It is LEARN's policy that if any student enrolled in LEARN needs to work on their e-Learning assignments, they need to do it during the open lab time, 1-hour before or for 1-hour afterschool.

While a limited amount of time may be available for participants to work on/complete e-Learning assignments during LEARN program time, it is the parent's responsibility to ensure their child has completed e-Learning assignments.

## **MOVIES IN PROGRAM**

LEARN believes that good programming does NOT include TV shows and movies. Documentary videos may be used in support of curriculum with advance approval of the Executive Director. Computer "screen time" will also be limited, unless it supports educational enrichment.

## **SNACKS**

LEARN will provide a daily, nutritional snack for participants. For students with known allergies, substitutions will be made.

For New Haven Primary, New Haven Intermediate and Heritage Elementary: LEARN participates in the Child and Adult Food Care Program through the Indiana Department of Education. This program provides reimbursement to off-set the cost of providing participants with a daily snack during the afterschool program. Snacks contain food from two food groups and quantities appropriate by age group.

If your child has food allergies, you will be required to complete a Plan of Care for allergies. In most cases we are able to provide food substitutes.

## **PHONE**

If an emergency arises while your child is in program, your child can receive a message by calling the LEARN program number. Youth are not permitted personal use of phones at the program to call friends. Youth are not allowed to have their cell phone out during program.

## **SAFETY AND INSURANCE**

LEARN Resource Center takes every precaution to ensure a safe and fun experience for all kids. If an accident should occur while your child is in the LEARN program, please note that LEARN Resource Center does not furnish accident insurance. All medical bills are the responsibility of the child's parent or guardian.

## **DISCIPLINE POLICY**

Participants are expected to follow behavior guidelines and to interact appropriately in a group setting.

The basic behavior expectations for all LEARN participants are:

- Respect the staff and each other
- Respect the rights and property of others
- Learn to accept the consequences of their own actions
- Share with children in the program
- Use appropriate language
- Respect the rules and guidelines of LEARN and the school
- Report promptly to the LEARN program after school
- Remain with LEARN at all times unless prior arrangements have been made with LEARN
- Return materials and equipment to the appropriate place

## **Incident Report**

In cases of serious or recurrent misbehavior, an incident report will be written. Examples may include but are not limited to causing a physical injury, taunting, name-calling, encouraging others to exclude a child from a group, threatening physical harm, and damaging property.

Should a child's inappropriate activity or behavior result in damage to any LEARN or school owned or leased property, LEARN or the school's principal reserves the right to assess the parent or legal guardian for any and all amounts necessary to repair or replace the damaged items or property.

An incident report is intended to inform parents or legal guardians about inappropriate behavior. Staff will discuss the incident with parents or legal guardians, who are asked to sign the report,



review it with the child, and discuss better ways to deal with the situation. A copy of the incident report will be given to the parents and a copy will be sent to the LEARN Business office. Please remember that it is not acceptable for a parent or legal guardian to engage in an argument with or threaten LEARN staff and/or children. Examples of such behavior include but are not limited to loud voices, foul language, threatening physical harm, or inflicting physical harm. This type of behavior may result in disenrollment from the program.

### **Bullying Policy**

Bullying is when one or more people exclude, tease, taunt, gossip, hit, kick, or put down another person with the intent to hurt another. Bullying happens when a person or group of people want to have power over another and use their power to get their way, at the expense of someone else. Bullying can also happen through cyberspace: through the use of e-mails, text messaging, instant messaging, and other less direct methods. This type of bullying can also lead to persons being hurt during or between programs and be especially hurtful when persons are targeted with meanness and exclusion.

At LEARN bullying is inexcusable, and we have a firm policy against all types of bullying. Persons who are bullied may not have the potential to get the most out of their program experience. Our leadership addresses all incidents of bullying seriously and trains staff to promote communication with other staff members and our participants so both staff and youth will be comfortable alerting us to any problems during their program experience.

### **Consequences for Unacceptable Behaviors**

If your child needs to be disciplined acceptable measures may include:

- Stern verbal warnings
- Loss of program privileges/activities/time-out from activity
- Removal from activity and placed with staff away from group
- Meeting with staff/other children involved.
- Parental notification and/or conference.
- Removal from the program for the remainder of the day.
- Suspension from the program for 1-5 days.
- Referral to police, juvenile authorities or community agency.
- Disenrollment from the program.

Forbidden discipline actions include: Physical punishment, striking a child, roughly handling or shaking a child, restricting movement through binding or tying, forcing a child to assume an uncomfortable position, or exercise as punishment; enclosure in a small confined space; punishment by another child; separation from the group so that the child is away from the hearing and vision of a staff member; withholding or forcing of food or rest; verbal remarks which are demeaning to the child; punishment for toileting accidents; and punishment by applying unpleasant or harmful substances.

If your child has been receiving assistance in behavior management in school, it is imperative that this information be shared with program staff. This will enable us to work more effectively and productively with your child.

**LEARN reserves the right to remove/suspend a child from our program for any of the following reasons for any length of time as deemed appropriate:**

- Failure of parent/guardian to pay weekly fees as outlined in the handbook.
- The child's needs are not being met in our program setting.
- The child is a safety threat to himself/herself, other children, LEARN staff, members, or volunteers. This includes behavior such as fighting, striking others, physical aggression, threatening behavior, biting and wandering away from the program.
- Using profanity, vulgarity, or obscenity frequently.

- Sexual harassment.
- Behaviors that continually disrupt activities and/or other participants and/or take all of one staff's time to manage child's behavior.
- Unsafe activities (walking/running out of program, hiding from staff, leaving school grounds)
- Acting in a lewd manner.
- Vandalism or destruction of property.
- Inappropriately dressed.
- Possession of and/or using tobacco, alcohol, illegal drugs firecrackers, firearms, or explosives.
- Inappropriate touching of self or others.
- Any additional behavior deemed by LEARN which disrupts the day-to-day operations of the program.

## **ACCIDENTS/EMERGENCIES/SAFETY OF CHILDREN**

### **FIRST AID and CPR**

All LEARN staff is trained in First Aid. Staff certified in CPR is also on site. 1<sup>st</sup> Aid supplies are kept at each program site and taken in a backpack on every field trip.

### **Accident Reports**

For minor accidents, staff will fill out an Accident Report. If a child is upset, or if the accident will leave marks, staff will contact parents to inform them of what happened and answer any questions. The original copy of the accident report will be placed in the child's Parent File or given directly to the child's parent the same day as the accident. For children who receive busing, the form will put it in the child's book bag. The agency will keep a duplicate copy of the report to be kept on file.

### **Medical Emergency**

For serious accidents which might need medical attention:

1. Staff are to call 911. Begin first aid/CPR if necessary.
2. Staff will contact the child's parent immediately and advise them of the situation.
3. When the paramedics arrive, they will advise staff whether or not the child needs to be transported to a hospital immediately. If the child needs to be transported, a staff person will accompany the child along with the child's completed emergency card and registration form with them.
4. Staff will fill out an Accident Report and follow same procedures as listed under 1<sup>st</sup> Aid.
5. Staff will follow up with a call to the family to see how the child is doing.

**Under no circumstances will an injured child to be transported by a staff member.**

### **Medication**

We prefer not to give any medication to children. Under very limited circumstances, we will administer medication prescribed by a physician or medication authorized by a physician. Parents must also provide the LEARN site with both a parent and physician signed permission form **before** staff administers any medication. The physician and parent medical permission forms, as well as, the pharmacy label directions must be the same and include all times medication is to be given. Please do not send medication with your child. Parents should give medications directly to the LEARN Site Director or the designated staff in charge.

### **Management of Communicable Disease**

If a child has any of the following signs or symptoms of illness, he/she shall be immediately isolated for:

- Severe Coughing
- Chronic runny nose with colored discharge
- Difficult or rapid breathing
- Yellowish skin or eyes

- Has had a fever 100 or more within the past 24-hours
- Untreated infected skin patches
- Sore throat or difficulty swallowing
- Vomiting and or diarrhea
- Evidence of lice, scabies or other parasitic infestation
- Pink or runny eyes/conjunctivitis
- Severe stomach or head pain

If any of these symptoms occur prior to dropping off at the program, please do not send your child for the well-being of all children.

The child will be isolated from the group and will be supervised by an adult, and the parents will be called immediately and asked to promptly (within 1 hour) pick up their child. If the child has a communicable disease, a return note from the physician may be requested. Upon departure from the program, parents/guardians will be notified verbally or by a written statement that a child is exhibiting signs or symptoms of illness or has been exposed to a communicable disease.

### **Emergency/Weather Closings**

LEARN will cancel its programming whenever East Allen County Schools has cancelled school for the day due to weather. If the weather is becoming increasingly unsafe for travel during the school day, the Executive Director shall reserve the right to cancel the program prior to the end of the school day (no later than 1 PM). Safety of participants and staff is given the utmost consideration. Please have an alternate plan in place in the event this should occur.

### **Drills and Other Emergencies**

Monthly fire drills and periodic tornado and safety drills will be conducted for all children and staff. The written plan at each school explaining the action to be taken in case of fire, severe weather alerts, or general emergencies will be followed. This plan includes a diagram of evacuation routes and is posted by EACS in each area used by LEARN. In the event of an environmental threat or threat of violence, children will be secured in a safe area, the proper authorities will be contacted, and their directions will be followed. Parents will be informed as soon as the situation allows.

In the event of an emergency evacuation due to fire, weather conditions, utility emergencies, etc., parents will be contacted as soon as possible. If a parent cannot be reached, the emergency contacts listed on the registration form will be called.

### **Mandated Reporting**

All LEARN staff are considered mandated reports of child abuse by the State of Indiana, and have been trained in Child Abuse & Neglect. Please understand that we are mandated to report all reasonable suspicion of child abuse to Child Protective Services.