

Summer LEARN Parent Handbook

GENERAL INFORMATION

Program Goals

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

Program Philosophy

LEARN provides safe, enriching, and fun activities that are conducive to social interaction and learning for children entering 1st-6th grades (in the fall) during the summer. In addition, LEARN offers educational activities to support school academics. Through our activities and children 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.

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 time opportunities for children and youth enrolled in grades Kindergarten through 6th 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.

Plan of Care

If your child(ren) has health conditions and/or special needs, the appropriate Plan of Care Form must be completed with their registration. A parent meeting may be required to follow up on the information.

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. A minimum of one CPR certified staff is always working and all staff are certified in 1st Aid.

Child to staff ratio: LEARN will not exceed the following adult to child ratios:

- 15:1 for K & 1st graders
- 20:1 for grades 2nd-6th

No Smoking

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

GENERAL PARTICIPATION GUIDELINES

- All participants must meet the grade requirements to be registered.

- All participants must arrive for scheduled activities on time or miss the given activity. Field trips missed will not be 'made up' and alternate care at the program site is not available on full site field trips. Activities will begin as scheduled. Participants must also be picked up from program in a timely manner.
- 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 participation guidelines and needs an exception or has special needs, on a case-by-case basis, LEARN will review whether the child can accommodate the exception(s) or request(s). 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.

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 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.

Special Events & Birthday

Special food treats may be brought in for holiday, special events or birthday. Arrangements should be made ahead of time with the program director. All food must be brought in covered containers with written directions if necessary. If sending in store bought items, please send unopened packages.

PAYMENT INFORMATION

Program Fees

LEARN offers full-time and part-time enrollment and the ability to select the weeks you want your child to attend. Payments can be made through the Procure App or by paying with check/money order at the business office or by calling our office to process your payment over the phone. There are no credits for days missed. Any overpayment will result in a credit that will be applied to your account balance. **LEARN does not accept cash at its program site.**

Payment Responsibility

The parent/guardian who enrolled the child is responsible for the payment of all fees and ensuring all balances on the account are paid in full. There will be one account per family. LEARN will not get involved in financial, custody, or personal disputes between parents or guardians.

Late Payments

Weekly fees are due no later than Friday for the upcoming week. Late payments will result in a \$10 late fee. If the payment is not made by 5 PM Monday, your child will not be able to return to program until the payment, along with the late fee, is made. If your family has an emergency that may affect prompt payment, please contact Michele at (260) 749-9516 or michele@learnresourcecenter.org.

Returned Payment

Returned checks will result in a \$33 returned payment charge. After two returned payment charges, other payment arrangements will be required.

Late Pick Up Fees

Summer LEARN ends at 6:00pm. Anyone arriving after the end of the service time they are registered for, per the LEARN clock, will be charged a late pick-up fee. Within the first five minutes, an automatic flat \$10 late fee is charged. After five minutes, an additional \$1 per minute fee is charged.

Example 1: If a child is picked up two minutes late, it is a flat \$10 late fee.

Example 2: If a parent/guardian arrives at 6:12pm, the charge is \$10 for the first five minutes, and \$7 for the additional seven minutes. The total late fee charge would be \$17 (only one charge per family of multiple children).

If you know you will be late, please make alternate pick-up arrangements. LEARN staff should be notified if you foresee arriving late as it is often stressful for a child when parents are late.

If there has not been a plan for your child(ren) to be picked up by 6:30 PM, your child(ren) will be turned over to the local police or Child Protective Services.

Late pick-up fees will be added to parents' billing statements and are due with the next regularly scheduled payment. Repeated failure to pick up children in a timely manner will result in forfeiture of your child's participation in LEARN. If you have an emergency and will be late to pick up your child from LEARN, call your Site Director as soon as possible.

Address & Telephone Numbers

Please inform LEARN in writing of any changes to your address and/or phone numbers. If your emergency numbers change, it is important that we are notified immediately to ensure proper notification 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

Check-In and Check-Out

Program Check In – When dropping off your child in the morning for Summer LEARN, you MUST escort your child in to the building and check your child/ren in using your assigned 4-digit code in the Procure App. LEARN cannot allow children to be “dropped off” outside the building.

Program Check Out – Participants should be picked up no later than 6 PM. Each individual authorized to pick up a child will be assigned a unique 4-digit code that must be used in the Procure App when picking up a child. Please have your government issued picture ID ready as it is required until staff become familiar with faces. Adults not listed in the Procure App are not permitted to remove a child from program. Only individuals 18 years or older may be authorized to pick up.

In case of an emergency where no previously authorized individuals are available to pick up the child, the parent/guardian may contact the Site Director in advance by telephone to make special arrangements

If you must pick up your child prior to the end of program, please inform staff at drop off. This is to ensure your child will not be gone on a field trip.

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 our program director to volunteer your services.

Parent Communication

Please send any message through the Procure App at any time. Please note that messages sent outside of program hours will not be responded to until the next business day.

Program Evaluation

LEARN Resource Center is always looking for feedback from the parents to further improve our programs. We will be distributing evaluations to parents over the course of the summer. We ask that you please fill out and return these evaluations. Parental assessment of the program's strengths and weaknesses will aid in the improvement of programs and in the facilitation of new ideas. Parents are invited to give regular assessments of the program to the program director at any time.

Visitation

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

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

Separated Parents: If parents are separated but 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 TO BRING FROM HOME

- Be sure to dress for the weather and label all belongings. A sturdy backpack for belongings is recommended and a plastic bag for wet clothes to go home in.
- Swim suit and bath/beach towel on swim/splash pad days. Label with child's first and last name.
- Extra clothes (T-shirt, shorts, and shoes) highly recommended for children 6 and younger.
- Gym shoes or sandals with a heel strap are required. Flip-flops are only permitted when leaving for the pool or splash pad.
- Leak proof, non-breakable water bottle labeled with child's first and last name.

WHAT TO LEAVE AT HOME

- Gum, candy, soda pop and **all toys!**
- **All electronic devices**
- Any type of cards: magic, trading, Pokemon, etc.
- Pocket knives/weapons/sharp objects

- Money
- Expensive items
- **Cell phones**
- Fireworks (firecracker, sparklers, etc.)
- Any additional items or clothing deemed inappropriate

LOST & FOUND

LEARN assumes no responsibility for lost articles. Although we attempt to return all lost articles, please make every effort to check the lost and found area each day at drop-off and before leaving program with your child(ren). Any unclaimed items at the end of program will be donated or thrown away. Please write your child's name on their belongings.

PHONE

If an emergency arises while your child is in program, your child can receive a message by calling the LEARN program number. Youth SHOULD NOT bring their cell phone to program.

MEALS AND SNACKS

LEARN Resource Center participates in the Summer Food Service Program to provide a free daily breakfast and lunch to all participants. Summer lunch & breakfast menus will be provided at registration (and are subject to change). If your child does not like a particular meal, please feel free to pack a lunch for them.

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.

LEARN will also provide an afternoon snack daily.

BEHAVIOR MANAGEMENT

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

The basic behavior expectations for all LEARN participants are:

- We respect ourselves, others and property.
- We behave in a safe and orderly way.
- We act as responsible citizens.

Incident Reports

This form is used to give parents a brief and general written description of any behavior incident experienced by their child. Incident reports will be completed for the parent and will be handed directly to the parent or placed in their child's Parent File on the sign-out table for the parent to take. Staff will also use the Procure App to message parents of any behavior concerns during the program day.

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

The following disciplinary procedures will be followed for general misbehavior:

1st offense: Child will be redirected and given a verbal warning

2nd offense: Child will be asked to take a personal time-out during free time or may lose some or all of the privilege of participating in an activity.

3rd offense: Child will be written up and an Incident Report will be provided to the parent. Parent may also be contacted by telephone or through ProCare.

- Depending of the severity of the child's behavior, staff may choose to contact parent first informing them of the incident and may request that the parent arrange to pick up their child as soon as possible.
- If the child's misbehavior continues, staff may choose to suspend the child from the program for 1-5 days.
- Program staff will do their best to keep in contact with parents regarding each child's behavior, both positive and negative.

LEARN reserves the right to remove a child from our program for any of the following reasons or for other safety reasons that might not be listed:

- Failure of parent/guardian to pay weekly fees as outlined in the Program Payment Agreement.
- 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, biting, etc. and/or wandering/running away from the program.
- Using profanity, vulgarity, or obscenity frequently.
- Acting in a lewd manner.
- Inappropriately dressed
- Possession of and/or using tobacco, alcohol, illegal drugs firecrackers, firearms, explosives or sharp items including broken glass, razors, knives (etc.) that could potentially cause harm to the child in possession of it or other children.
- Inappropriate touching of self or others
- Any additional behavior deemed by LEARN which disrupts the day-to-day operations of the program.

Field Trips and Transportation

At least one field trip (virtual or in-person) is planned per week. Information about field trips will be shared in the weekly newsletter sent by email/text. Please note that due to weather or other unforeseen circumstances, field trips may change or be cancelled. Cancelled field trips will not be rescheduled.

There are occasions that participants may return late from a field trip. Parents need to be aware of the fact that we sometimes may return late from a field trip through circumstances that are beyond our control (i.e. trains). Children are transported by the agency's van by drivers 18+ years old with a clean driving record and valid license. The use of seat belts is mandatory in the van. At times, LEARN may rent a van/bus through CTN (Community Transportation Network) to transport children by a CTN driver to and from field trip destinations.

Swim Days

On swim days, we will be going to Jury Pool. Please note that your child **MUST** have a bathing suit in order to swim. Cut offs/athletic shorts are not allowed to be worn per Jury Pool rules.

SAFE CONDITIONS/ACCIDENTS/EMERGENCIES

Hot Weather

We will spend time outdoors throughout our program day. The program schedule may be modified when necessary for extremely hot days. Activities that are to be held outdoors may be moved indoors and other activities will be modified to be less vigorous to limit physical activity. Children will be able to refill their own personal water bottle throughout the day.

Sunscreen

Sunscreen should be applied to your child in the morning, prior to his/her arrival to program. Parents must provide one bottle of waterproof broad-spectrum SPF 30 or higher sunscreen. Sunscreen must be labeled with your child's name. It is the child's responsibility to apply sunscreen as needed. LEARN staff will remind children to reapply sunscreen regularly. If your child will need staff assistance applying sunscreen, you must provide written permission.

Please be aware that children may still get sunburned despite the precautions taken.

Medication

If your child must take any prescription medication during LEARN program hours, parents must provide a signed Prescription Medication Consent form which includes written instructions, dosage information, potential side effects for LEARN to monitor and a doctor's signature. The medication must be provided in its original prescription bottle with the child's name, dosage, prescribing doctor, written instructions, and expiration information. If non-prescription medication is to be administered during LEARN, a Non-Prescription Medication Consent form must be completed. Medications cannot be sent with the child.

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 1st Aid.
5. Staff will follow up with a call to the family to see how the child is doing.

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 pick up their child. If the child has a communicable disease, a return note from the physician may be requested. Upon departure from the camp, 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.

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.

ABUSE & NEGLECT REPORTING

LEARN staff members are considered mandatory reporters for child abuse and/or neglect. LEARN staff members will, if they have a reason to suspect a child is a victim of abuse and/or neglect, notify CPS by calling the CPS hotline at 1-800-800-5556. Parents may contact Family and Social Services Administration/Office of Early Childhood and Out of School Learning with any questions or concerns: 402 W. Washington Street, Room W-361, Indianapolis, IN 46204, 317-234-4056 or 1-877-511-1144 or www.in.gov/fssa/childcarefinder.