

Neighborhood Houses School – Age Services Student & Family Handbook



Administrative Offices:
326 S. 21st Street, suite 301
Saint Louis, Missouri 63103
Office: (314) 383-1733
Fax: (314) 361-6873
(University City)

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Neighborhood Houses Before and Afterschool Programs in University City Public Schools

Barbara C. Jordan Elementary School

1500 North 82nd Blvd, University City, MO 63132

School Phone: 314-290-4360

Site Phone: 314-556-2227

Program Times: 7:00am – 8:30am and 3:30pm – 6:00pm

Flynn Park Elementary School

7220 Waterman Ave. University City, Mo 63130

School Phone: 314-290-4421

Site Phone: 314-728-1254

Program Times: 7:00am – 8:30am and 3:30pm – 6:00pm

Jackson Park Elementary School

7400 Balson Ave. University City, MO 63130

School Phone 314-290-4451

Site Phone: 314-546-6336

Program Times: 7:00am – 8:30am and 3:30pm – 6:00pm

Neighborhood Houses School Age Services
Administrative Staff

Please use these contact #'s for program purposes only

Agency Contact Information:

Administrative Office:

326 S. 21st Street, Suite 301

St. Louis, MO 63103

Office: 314-383-1733, 0 for Administrative Assistant

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WELCOME

We are glad that you have selected Neighborhood Houses to provide educational and enrichment services for your child(ren). The staff of Neighborhood Houses is committed to providing quality youth development programs in a safe and nurturing environment. We look forward to developing a positive relationship with parents as we work to strengthen both the child and the families who support their growth and development.

We welcome all parents and families to partner with us to help make our before and after-school programs successful by volunteering and being active participants with their children! Parents may volunteer to help with special events, homework, or daily program activities. You may also offer to share your talents, be safety monitors, chaperone fieldtrips, bring snacks and treats for rewards, etc. Please see your Site Coordinator/Manager to discuss the many ways in which you and your family can partner with our before and after-school programs.

This parent information handbook is designed to share key information and ideas with parents to promote an understanding of our programs and foster a spirit of cooperation between parents and our staff. We hope you will find it useful as an additional orientation tool to both our policies and our services.

MISSION /PROGRAM GOALS

Founded in 1913, Neighborhood Houses inspires children and families to reach their magnificent potential through transformative, educational and empowering experiences anchored in faith, hope and love. To further our mission, we offer a continuum of care designed to improve the quality of life for children and families. Our programs and services include:

- affordable, state-licensed and accredited **early childhood care and education** with the capacity for serving over 80 children ages 6 weeks to 5 years of age,
- quality **school age programming** which focus on the development of social skills, life skills, health and nutrition education, and academic achievement
- **parent engagement and education programs**, including a support group for young mothers ages 13 to 22 which builds parenting skills and promotes healthy relationships

VISION

Neighborhood Houses will inspire greatness in children and youth through a community of dedicated staff, first-rate service partners, and empowered parents.

CORE VALUES

Respect for All

Uncompromising respect for human dignity is the foundation upon which Neighborhood Houses was built. We fundamentally value people and are always mindful of individual circumstances and points of view. We are committed to fostering communities of inclusiveness, equality and fairness – ones that empower families and inspire children to aspire to greatness.

Faith & Stewardship

Our faith-based legacy implores us to be vigilant in assessing and responding to community needs and, in the spirit of exemplary stewardship of our mission, we work relentlessly to provide quality resources to those who are experiencing social injustice.

Resilience & Empowerment

We believe that resilience is a critical element of personal character that can be built in all of us, despite socio-economic conditions. Individuals should always be viewed as optimal agents of their own personal growth, but in no way does this mean that the road toward resilience should be traveled alone.

Quality Programs & Caring Staff

By providing effective educational services, youth programs and a caring, dedicated staff, Neighborhood Houses is supporting the growth of children into productive, engaged adults, and we are helping parents become confident advocates for their own families. Yet, in humble recognition of our own limitations, we are constantly building and cultivating partnerships to enhance our skills and broaden our perspectives. This belief of communalism will forever be engrained in Neighborhood Houses and in all that we do.

STATEMENT OF NON-DISCRIMINATION

Admission to, employment by, and all services provided by Neighborhood Houses School Age programs are the same for everyone

regardless of race, ability, color, creed, religion, sex, age, national origin, ancestry, citizenship or veteran status.

LICENSING REGULATIONS

Neighborhood Houses School Age programs are licensed by the Missouri Department of Health and Senior Services: Section for Child Care Regulation. Parents have the right to review Missouri Licensing Regulations at any time. Copies of the Licensing Rules for Child Care Centers are located at each site and on the Missouri Department of Health and Senior Services web site. Please feel free to consult them whenever necessary.

GOVERNANCE

Neighborhood Houses is governed by a volunteer Board of Directors composed of members from the St. Louis Metropolitan area.

ADMINISTRATION AND MANAGEMENT

The Board of Directors of Neighborhood Houses is the official decision making body for all affiliated Centers and is responsible for approving major changes in the policies and procedures. The President/CEO is responsible for the oversight of all agency operations and delegates authority to Senior Management staff for specific program oversight.

SCHOOL-AGE PROGRAM STAFF

Each program site is staffed by a Site Manager, a Lead Program Assistant and Program Assistants based on the number of students served by the site. Staff is responsible for providing a safe and nurturing environment, implementing the curriculum and quality enrichment activities, providing homework assistance, and observing and supporting children's progress. They are selected for their commitment to the welfare of children and community. They have a wide range of experience and education. All staff participate in ongoing professional training. Staff/child ratios in our classrooms conform to Missouri Licensing standards.

SCHOOL – AGE CURRICULUM (5yrs-12yrs)

Neighborhood Houses believes that by offering programming designed to improve social skills (e.g., positive peer and adult relations, effective communication, conflict resolution, etc.) and the development of practical skills, the children served by our school age programs will exhibit the confidence, motivation and skills needed to succeed academically and socially. We utilize the KidzLit afterschool curricula and the research based health and fitness curriculum, Fab 5 in our program structure. Staff also receives training to use and teach the curriculum of Conscious Discipline, a behavior management model to help empower them to use everyday conflicts to teach life skills. During afterschool programming, field trips and art classes are provided to increase awareness and appreciation of the visual and performing arts. **Therefore, the objectives of our school age programming are:**

- To improve social skills, including ability to build positive relationships with peers through techniques such as coping without aggression and learning to react without anger, in participants through interpersonal and intrapersonal activities.
- To improve physical health of participants through nutritious snacks and fitness activities and/or education on healthy life choice.
- To engage children in self-expression through arts and other cultural activities.
- To provide academic support and enrichment through tutoring, homework assistance and implementation of KidzLit curricula.

ADMISSION POLICY/ENROLLMENT ELIGIBILITY

Neighborhood Houses – School age programs are licensed to serve 48, 60, 70 or 90 students, depending on the site. Any kindergarten student over 5 years of age may apply for enrollment in our programs. We strive to reflect the diverse community in which we are located, believing that much learning happens as children encounter different cultures and customs. If your child has any special medical/dietary needs, we will require statements from your child's physician (**i.e. asthma action plans, immunization exemptions, lactose intolerance, allergies etc**). To ensure the health and safety of ALL children and staff, we must have ALL medical information pertaining to your child to allow us to make appropriate accommodations; otherwise they will not be admitted.

Enrollment packets are available at the school office and on our website for all interested families. After completion and submission of this information

you will be contacted by the Site Manager to schedule a start date for your child. Current immunization records **must** be provided for the child/children.

TUITION PAYMENT

Neighborhood Houses does not bill for services. Payments must be made on Monday of the week of care. It is your responsibility to remain current with your weekly tuition.

Payments may be made online at:

<https://ww.myprocare.com/Default/Index?aWtuPTUwNzMyMDYzNDA=>

You may remit payment at the site by check or money order only. **Cash payments are not accepted.**

Monthly statements will be emailed to the parent upon request. If a mistake occurs on your statement due to Neighborhood Houses error, please notify us within 30 days of printing of statement to correct error. Any errors not brought to the attention of Neighborhood Houses within that 30 day period will go unchanged.

If for any reason a child is not attending the program on any given week, notification must be made to Neighborhood Houses. **However, please note that regular tuition fees will still apply.**

LATE PAYMENT FEE : If by Monday at **close (6:00pm)** your payment has not been received, your account will be charged a late fee of \$10.00. Late payments must be paid by debit, credit or money order.

If payment is not received by Tuesday of each week, your child will not be allowed to attend program on Wednesday or until payment is received.

RETURN CHECK POLICY: A service fee of \$25.00 will be charged for returned checks.

INSUFFICIENT FUNDS or DECLINED PAYMENT: A fee of \$25.00 will be charged for insufficient funds or declined payment for an ACH payment.

Payments must be remitted in the form of money order or approval to resubmit ACH payment within three working days upon notification from Neighborhood Houses. A second incident will result in future payments being accepted in the form of money order only. Failure to comply with our check/ACH return policies will result in dismissal from program. Any returned check/ACH not cleared within the period of time allotted will be submitted to the Prosecuting Attorney's office for further collection.

FINANCIAL ASSISTANCE

Neighborhood Houses does not offer financial assistance. However, families that are not able to pay the full tuition and have a letter from the Department of Health and Senior Services stating that do not qualify for assistance from the state, may contact our Administrative office to have their case reviewed.

PARK VIEW GARDENS SCHOLARSHIP

A scholarship is offered to the residents within the addresses listed below. Upon verification of address; such as a driver's license or utility bill, the scholarship amount is applied to your account. The parents are responsible for the remainder of the tuition.

6231-6406 Cabanne	6242-6418 North Drive	704-751 Interdrive
6300-6319 Olive	601-847 Westgate	605-894 Leland
626-926 Eastgate	6253-6429 Cates	6300-6319 Olive
6236-6490 Enright	6250-6651 Clemens	724-769 Syracuse
606-808 Kingsland	6400 Olive	
701-737 Limit	716-761 Heman	

FINANCIAL POLICIES AND PROCEDURES

DSS Participants: Department of Health and Senior Services Section for Child Care Regulation participants will be responsible for paying co-pays, sliding fees and absences not covered by DSS. Please note that DSS does not pay for any late charges you may incur. Your caseworker will be notified in regard to your delinquent account status, which may affect your DSS status.

EARLY DROP OFF/ LATE PICK UP FEES: Parents/guardians are expected to not drop their child off earlier than 7:00am and to pick up their child by 6:00pm. An early/late fee will be assessed per minute in the following manner:

- Time will be determined by the clock/watch at the school site or by the clock/watch of program staff.
- The early/late fee is at the rate of \$1.00per minute.
- An early/late fee will be charged for each child left in care.
- Payments of all early/late fees are the responsibility of the person that registered the child/ren.

Continuous habitual earliness/lateness may result in disenrollment from the Program.

PRO-RATED WEEKS: Pro-rated tuition only occurs when school is not in session for any given reason for two or more full days in a given week. No absent credits are given for absences due to illness or not attending program for any reason. You will still be charged your regular tuition. Families who do not pay full amount on 4 day weeks risk being charged late fees for non-payment, withdrawn for non-payment or having their scholarship revoked.

PAYMENTS ALIGNED WITH PAY PERIODS: Families wishing to keep their payments in conjunction with their pay periods must be sure to make payments in advance of the program week, not after.

WHOSE RESPONSIBILITY IS IT?

In cases of families who are separated or divorced, responsibility for tuition payments must be determined between the two parents/partners. Neighborhood Houses staff will not intercede in personal family matters to request payment from an ex-partner.

DISCOUNTS: A 5% discount is available when paying 1 month or more in advance. Note: A discount is not available on DSS co-payments or sliding fee scale.

ARRIVAL POLICY

Programs providing before school services begin at 7:00am. Parents or designee are required to sign students in. Please do not drop your child off and

leave without signing them in. Parents of students who will be walking to school will need to provide verification in writing that the child will be walking and will not be signed in by an adult each morning. Upon dismissal to school day personnel, the staff will sign each child out at the designated time of release.

DEPARTURE POLICY

Students within the school are dismissed to Neighborhood Houses at the end of the school day. Those students arriving from other schools are met by our staff in a designated area at arrival.

When picking up from our program, **children must be signed out daily by you or persons designated on the Authorized Pick-up form.** Please inform us if you are authorizing different people to pick up your child. For your safety, we require picture identification of all individuals who will pick up your child(ren) and new designees must provide this information.

In the event of familial/custodial disputes we may need written documentation of adults authorized to pick up children. Your afterschool program ends at exactly 6:00pm or 7:00pm. There is no grace period. It is recommended that parents plan to arrive a few minutes prior to the end of program to make sure children are picked up **ON TIME.** Parents who are consistently tardy for pick up will be required to conference with the Site Coordinator/Manager. Additionally, late parents are subject to a probationary period during which additional violations may result in suspension or dismissal from the program.

Note: Failure to pick up your child from care within a reasonable amount of time after closing could result in the authorities being contacted to pick your child up.

CHANGES IN ENROLLMENT INFORMATION

Our first priority is your child's safety and protection. Please assist us by ensuring that the staff is notified of any important changes in your family. We can best serve you when we are aware of the following changes:

- Changes in family structure (i.e., births, deaths, divorce, or new people living in the household, custodial matters that will affect the care of the child);
- Change in address or home telephone/cell number
- Change in employment and telephone number
- Change in medical information
- Change in emergency contacts

Often, changes in the environment affect your child's behavior at school. If the staff observes changes in your child's normal activity we will notify you. Through open communication with one another, we can provide the best possible care for your child.

ATTENDANCE

- It is our expectation that any child enrolled in our programs will attend daily. If your child is attending the regular day school but is not staying for the after-school program, please notify their day school teacher so that they are not released to the afterschool staff. Also notify your site's Neighborhood Houses staff so that they will know your child is not attending program. If a child reports to afterschool they will not be allowed to leave without prior consent from their parent.
- Children who do not attend school during the day due to suspensions, illness or other circumstance are not allowed to attend the afterschool program for that day.
- Children are not allowed to leave the school premises and then return to participate in the after-school program. It is important for your child's safety that everyone is informed when they will not attend the program.
- Please call the Site Coordinator/Manager and inform her/him of extensive absences due to illness, family vacation or other life circumstances.
- Again, all children enrolled in the program are expected to attend program daily. **Children who do not attend regularly or with a high number of unexcused absences may lose their place in the program.**

HOMEWORK POLICY

- We will devote no less than 30 minutes of program time to assist children with homework. We are committed to supporting your children academically; however, we are required to include a number of other enrichment and recreational activities within our program day.
- Children must acknowledge that they have homework and present it in order for us to be able to assist. Children without homework will be given an alternate academic reinforcement activity to complete.
- Please check your child's homework daily to ensure that all assignments are completed to your satisfaction. See the staff with specific requests for your child's homework.

GUIDANCE/DISCIPLINE

All NH staff will receive training in ***Conscious Discipline***, a proven model for social-emotional learning and behavior management that empowers our staff to consciously respond to daily conflict, transforming it into an opportunity to teach critical life skills to your children.

We believe that children work best when given a clear set of boundaries and expectations. Each day will be deemed as a time of learning, enrichment and a recreational outlet. In order for the program to be successful and operate smoothly we must ask that each child have a positive outlook on each activity and abide by the guidelines set forth by the program. If any participant is uncooperative and/or unruly by not following policies, procedures and guidelines, he/she may jeopardize their right to attend the program.

We expect all participants to conduct themselves in a positive manner at all times. Communication is key. We will work together with parents to help children develop socially and modify behavior concerns.

- Consequences include redirection, reflection exercises, loss of privileges or right to participate in special activities and depending upon the offense can include suspension from the program.
- A Disciplinary Action Report is completed for offenses committed and requires a parent signature. All consequences are designed to help children build key life and communications skills.
- Corporal punishment is never an option and is not used by Neighborhood Houses Staff.

SUSPENSION

Neighborhood Houses aims to create a safe environment for staff and students and will not tolerate the following behaviors: Fighting, hitting, kicking, destruction of property, and repeated profanity towards staff or another student. Such actions will result in immediate parent contact for a conference and based on the severity of the incident, a determination will be made by the Site Coordinator/ Manager if the child will be allowed to participate in the program or will be suspended for a period of time or the duration of the school year.

EMERGENCY/SAFETY PROCEDURES

- With each child's safety in mind, it is most important that we have up to date emergency contact information. It is the responsibility of the parent to report any changes regarding/concerning this information, as soon as possible.
- Each Neighborhood Houses School Age program has emergency drill procedures for FIRE, TORNADO, EARTHQUAKE and OTHER EMERGENCIES that are posted in a designated location at the site. Children are taught and practice the appropriate procedures for each type of emergency. Fire drills, tornado drills, and emergency evacuation procedures are practiced regularly. Since the drills are conducted throughout the year the children are trained in the procedure and react in a well-organized, safe manner and are prepared in the case of an emergency. In the event that we have to evacuate the site, parents will be contacted directly with the evacuation site information.
- Children will only be released to individuals designated to do so on the Authorization Form in your enrollment packet. It is your responsibility to update this information and to notify us directly if an emergency situation requires an unauthorized person to pick up your child.

Snacks

- We participate in the City of St. Louis' At Risk Youth Food Program. We receive healthy and nutritious snackas part of the program. We abide by health and sanitation guidelines put forth by the State of Missouri and the City of St. Louis' Health Department.
- Each child receives one complete snack. All children will be served and encouraged to eat the snack served to them. Children **must** eat their snack on site. No portion of the snack may be taken from the program site.
- Please inform our staff if your child has food allergies. Menus are posted at the site and are available for your review.

HEALTH

- **Immunizations:** It is a Missouri State requirement that each child have a current immunization record on file. These records must be current and are due upon enrollment. Failure to submit a current immunization record or keep the shots current can result in suspension from the program until current.

- **Administration of Medicine:** Medicine will only be administered to children under the following conditions:
 - When failure to take such medication would jeopardize the health of the students. In all other circumstances, medication must be administered at home before coming to school or given by the school nurse before coming to the program in the afternoons.
- **Asthma (Action Plans):** Each child with asthma shall have a special care plan prepared for the facility by the child's source of health care, to include:
 - Written instructions regarding how to avoid the conditions that are known to trigger asthma symptoms for the child
 - Indications for treatment of the child's asthma in the child care facility
 - Names, doses, and method of administration of any medications (e.g. inhalers), the child should receive for an acute episode and for ongoing prevention.
- **Health Check:** Children exhibiting any of the following symptoms will not be allowed to stay in the program:
 - **Diarrhea**—If a child reports loose stools or other related symptoms;
 - **Severe coughing**—if the child gets red or blue in the face or makes high-pitched croupy or whooping sounds after coughing;
 - **Difficult or rapid breathing**
 - **Yellowish skin or eyes;**
 - **Pinkeye**—tears, redness of eyelid lining, irritation, followed by swelling or discharge of pus;
 - **Unusual spots or rashes;**
 - **Sore throat** or trouble swallowing;
 - **An infected skin patch(es)**—crusty, bright yellow, dry or gummy areas of the skin;
 - **Fever** over one hundred degrees Fahrenheit (100°F) by mouth or ninety-nine degrees Fahrenheit (99°F) under the arm;
 - **Headache and stiff neck;**
 - **Vomiting**
 - **Severe itching** of the body or scalp, or scratching of the scalp. These may be symptoms of lice or scabies.

- **Illness:** If your child is sent home with any of the above symptoms he or she may not return until they are symptom free and have not required any fever/pain medication for a minimum of 24 hours unless they have a note from their physician stating otherwise. If a child is placed on an antibiotic, they need to be on this medication for at least 24 hours before returning to the program. If your child is diagnosed with a contagious disease, please notify so we can notify the parents of the program. All parents will be notified when there is a contagious disease diagnosed by a physician on one of the children attending the program at their site.

REPORTING OF CHILD ABUSE

We are mandated reporters of child abuse or neglect. In some cases, we are directed by the state's child protective agency not to notify the parents of the report. Please understand that we are legally obligated to comply with these guidelines.

**Child Abuse: is the non-accidental commission of any act by a caretaker, which causes or creates a substantial risk of harm to a child's physical and emotional wellbeing, including sexual abuse.*

Note that parents/adult caregivers are not permitted to physically discipline (spankings) children on the school property.

**Child Neglect: is the failure by a caretaker, either deliberately or through negligence, to take those actions necessary to provide a child with minimally adequate food, safety, clothing, shelter, medical care, supervision, or other essential care.*

Note that failure to pick up your child from care within a reasonable amount of time after closing could result in the authorities being contacted to pick your child up.

GRIEVANCE POLICY

The following procedure will govern the hearing and resolving of parent and community complaints:

- Complaints are submitted in writing to the Director of School Age Services, Administrative Office at 326 S. 21st Street, Suite 301, St. Louis, MO 63103. The complaining party will receive a response within seven (7) working days or sooner. If the complaint is not resolved to the satisfaction of the person or entity complaining, the person or entity may proceed to the next step.

- The complaining party shall submit the written complaint and the response from the Director of School Age Services to the Chief Program Officer, Administrative Office at 326 S. 21st Street, Suite 301, St. Louis, MO 63103. The complaining party shall be notified and given sufficient opportunity to be present for a hearing. If the parties are still not satisfied the party proceeds to the President/CEO.

PROGRAM CLOSINGS

Neighborhood Houses School Age Programs operate on the University City Public School Schedule. Neighborhood Houses will not hold programs on school holidays/winter break or inclement weather days; this policy also applies to closings which occur mid-day due to inclement weather or emergencies.

FULL DAY AND EARLY RELEASE PROGRAMS

Full Day/Early Release Day Programs are available to University City Sites depending upon demand and pending approval of the School District. Families must register in advance and additional fees are charged. Please check with your site supervisor regarding sign-up.

Full Day programs will be offered Monday – Thursday of Spring Break at one location which will be open to all of our sites. This program will be offered pending a sufficient number of students have signed up. There will be additional charges for Spring Break.

FEE IF THE PROGRAM IS CANCELED OR SCHOOL IS NOT IN SESSION: Weeks containing 4 or 5 days are considered full weeks and will be charged the regular fee. Weeks containing 3 days or less will be pro-rated. This can be done by taking your regular fee dividing it by 5, then multiplying by the actual number of days that the program was in session.

Participants who have registered for 3 days will be charged their regular fee during 3 day weeks. You will only be pro-rated if the week consists of 1 or 2 days.

Families, who do not pay full amount on 4/5 day weeks risk being charged late fees for non-payment, withdraw for non-payment or if you are receiving financial assistance, your scholarships will be revoked.

HOLIDAYS: The program sites and Business Office will be closed on the following Holidays:

Labor Day	Thanksgiving Day	Thanksgiving Friday
Christmas Eve	Christmas Day	New Year's Day
Martin Luther King Day	President's Day	Memorial Day
Independence Day		

FIELD TRIPS

Field trips are planned in conjunction with the themes and the children's interest. The trips are related to student ideas and opportunities that become available in the community for exposure to new experiences.

Parents are informed prior to a field trip of the destination, arrival and departure time, any special clothing or other needs, the purpose and the cost (if any.) Parents will be advised of any pertinent information so they can prepare their child for the trip. A volunteer form and Background Screening must be done on any parent that wishes to volunteer. Please speak with your Site Manager regarding your participation.

CONFIDENTIALITY

Neighborhood Houses protects each parent's/legal guardian's fundamental right to privacy and confidentiality. All children/family records are secured in a locked file cabinet. Only authorized staff is allowed access to these files. When necessary children and family information will be shared with outside agencies/authorities with the written consent of the parent or legal guardian of the child (**except in cases of mandated reporting of child abuse and neglect**).

INCLEMENT WEATHER

When snow and extreme temperatures are forecast, we recommend you listen to KMOX Radio (1120 AM), Channel 5 (KSDK) and Channel 2 (FOX2). The broadcast begins at 5:30 AM to determine if school will be in session. **The teaching staff will make every effort to contact the families due to emergency closings of the program when school is already in session, but will not be able to provide after school services in those instances.**

OUTDOOR WEATHER PLAYTIME POLICY

The recommended temperatures related to play time are as follows:

<u>Temperature Outdoors</u>	<u>Amount of Time</u>
100 degrees and above	No Outside Play Period
95-100 degrees	5-10 Minute Play Period
90-95 degrees	10-15 Minute Play Period
32-90 degrees	Normal Play Period
20-32 degrees	10-15 Minute Play Period
10-20 degrees	5-10 Minute Play Period
10 degrees or below	No Outside Play Period

If the wind-chill factor (regardless of temperature) is 10 degrees or below, there will be no outside play period. Children need fresh air everyday. Make sure your child is properly dressed for the type of weather present each day.

Child Care Weather Watch:

Wind-Chill

- 30 degrees is **chilly** and generally uncomfortable
- 15 to 30 degrees is **cold**
- 0 to 15 degrees is **very cold**
- 20 to 0 degrees is **bitter cold** with significant risk of frostbite
- -20 to -60 degrees is **extreme cold** and **frostbite** is likely
- -60 degrees is **frigid** and exposed **skin will freeze** in (1) minute

Heat Index

- 80 degrees or below is considered **comfortable**
- 90 degrees is considered **uncomfortable**
- 100 degrees is considered **uncomfortable** and may be **hazardous**
- 110 degrees is **dangerous**

Parent and Authorized Person Conduct Policy

It is our goal to create a positive, caring before and after-school environment where everyone is treated with dignity and respect. We ask that all parents, guardians, family members, guests, and individuals authorized to pick up children on the parents behalf conduct themselves in a responsible manner by modeling attitudes and behavior that support this environment.

Use of appropriate language and tone is required at all times when addressing children and staff. Individuals are to enter the building free of influence (including smell/scent) from any legal or illegal substance which may impair their ability to have children released into their care and custody. Unacceptable and disruptive behavior (including physical aggression and verbal threats) from any of the above mentioned individuals may jeopardize their ability to pick-up children, participate in and/or be invited to Neighborhood Houses activities. It is our desire to avoid such measures and encourage everyone to model for all children at all times.

Thank you for your attention to these matters.