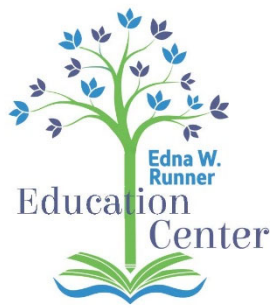


PARENT

HANDBOOK

West Jupiter Community Group, Inc. is a 501(C) 3 not-for-profit organization





Welcome to our center!

This handbook is designed to give parents and guardians a helpful insight into the After School Program offered by the West Jupiter Community Group Inc. / Edna W/ Runner Tutorial Center. It includes detailed information about After School Program activities, procedures, and policies.

Please read this handbook carefully and keep it in a safe place for easy reference during the school year. The After-School Program strives to provide an atmosphere where children can enjoy, grow, and learn. The staff always welcomes suggestions and ideas that will help us to make your child's time at the After-School Program beneficial and rewarding. We encourage you to share your thoughts and ideas with us at any time.

The children benefit greatly from the many special qualities contributed to the After-School Program by so many wonderful and caring people! If you have any questions about the content of this book, please feel free to call me at 561-745-0950.

I look forward to the time that we will be spending together,

Travis Conway
Executive Director

Contact Information:

West Jupiter Community Group, Inc. / Edna W. Runner Tutorial Center is located at:

7187 Church Street ~Jupiter, FL 33458

561-745-0950

WEBSITE: WWW.EWRUNNERCTR.ORG

FACEBOOK: Edna-W-Runner-Tutorial-Center

MISSION STATEMENT

To provide a safe and nurturing environment for at risk students and their families, so they may pursue academic and personal excellence

VISION STATEMENT

To be recognized in our local community as a leader in raising the educational, social and expectations of our children.

THE PROGRAM

The West Jupiter Community Group, Edna W. Runner Education Center is a not-for-profit organization that has been providing services and leadership in the West Jupiter community since 1986. The Education Center is a Gold Seal Accredited provider of after school tutoring as well as winter, spring break and summer camp services for children in grades K-8. Homework support with emphasis on math, reading & comprehension is provided by highly qualified staff as well as a large group of devoted volunteers consisting of retired teachers, engineers and other occupations.

ADMISSION PROCEDURES

Once a child is admitted, that child is guaranteed in the After-School Program (subject to tuition payment).

Enrollment applications for the school year and summer camp are available on our website www.ewrunnerctr.org or stop by the office to receive a copy.

Registration for the After-School Program is before the start of school and ongoing throughout the year until we have reached our maximum capacity.

The After-School Program will forward a student roster and bus list to each elementary school before the beginning of the school year. **Please send a written note to your child's teacher confirming your child's enrollment in the After-School Program and detailing your child's daily dismissal schedule.**

TUITION

The After-School Information Packet contains a fee agreement regarding tuition. In order to guarantee your child's spot in the After-School Program the invoice must be paid by the date specified in the Information Packet. Payment will be applied to your tuition.

The amount due does not change when the program is closed due to holidays, or when the program is open on half-days, vacation days, or staff development days. A reduced rate is available for families with more than one child enrolled in the Program. Each child's slot is reserved for him or her only. Payment is due regardless of attendance. Monthly payments are due on or before the Fifth day of the month.

The After-School Program does not accept credit cards. Payment by cash or make checks payable to the **West Jupiter Community Group, Inc. or Edna W Runner Education Center. Please include your child's name on the check.**

The After-School Program reserves the right to impose a \$10 late payment penalty per month and/or to revoke the enrollment of any child whose account is past due. If tuition payment becomes a problem, please notify the center and we will negotiate a payment plan to bring the account up to date so participation in the program can continue.

RECEIPTS AND CREDITS

A monthly statement is issued to all families in the After-School Program. Annual fee statements are issued by January 31st. Duplicate statements are available upon request.

SCHEDULE CHANGES

Although every effort will be made to accommodate schedule changes, any changes in a child's attendance at the After-School Program are subject to availability. Thirty days written notice is required for any requests for changes in schedule. Any reduction in participation of 50% or more requires a sixty-day written notice. Fees will not be refunded due to a child's absence or withdrawal from the Program. Written notice of a schedule change should be submitted to the Office. Once written notification terminating a child's participation in the After-School Program has been received, the family will receive an invoice detailing the charges for the child's remaining time in the After-School Program. This invoice is due upon receipt.

SCHEDULE OF OPERATION

Regular School Day:

Hours for Children **2:00 pm - 5:00 p.m.**

The center will not be open if Palm Beach County Schools close for weather emergencies. The information packet includes a detailed schedule of operation.

Regular Non School Day:

Hours for Children **8:00am - 5:00 p.m.**

Because unforeseen circumstances may alter our plans for the day, it is very important that parents walk their child into the building and check-in with a staff member.

FIELD TRIPS

Field trips are at no additional cost.

Information about our fieldtrips detailing times and locations will be posted. Transportation will be provided by center buses and vans. Children should wear appropriate clothing and should not bring spending money for snack bars or gift shops.

The After-School Program is unable to provide separate staffing at school, or on fieldtrip sites, for children who are unable to participate in a fieldtrip activity. In order for a child to attend the program when a fieldtrip is scheduled, the child must be able to participate in the fieldtrip activity.

TRANSPORTATION

Written permission to be transported form must be completed in order to transport child. A permission form is included in the After-School Program enrollment packet.

DAILY PUBLIC SCHOOL DISMISSAL PROCEDURES

The children will be escorted to the after-school program bus/van by school staff and checked in by driver or monitor. The children are met at the center by after-school staff and check off the bus/van.

Once again in order to ensure the safety of your child, please be sure to send a written note to your child's teacher stating that your child will be attending the tutorial center.

SCHOOL EMERGENCY DISMISSAL PROCEDURES

The center will be closed whenever Palm Beach County Schools are dismissed early due to inclement weather or whenever there is an unexpected event that impacts the safe use of our site.

ATTENDANCE PROCEDURES

If a child will not be attending the After-School Program as scheduled, the child's parent must call the office at **561-745-0950** to report the child's absence from the Program prior to 1:00 PM.

The center staff relies solely on the front office for absence information.

CHECK-IN PROCEDURES

When a child who is scheduled to attend the After-School Program does not arrive, and the Program has not received an absence call from the child's parents, we will institute an immediate search.

An unexcused absence will initiate the following actions:

- The child's school will be called to see if the child was absent or dismissed from school.
- The child's home will be called. A message will be left if no one is home.
- The child's parents will be called at work. Messages will be left if no one is available.
- Each parent's cell phone will be called. Messages will be left if no one is available.
- Once a child's parents have been contacted, the After-School Program will assist in the effort to locate the child but will shift the primary responsibility for locating the child to the child's parents.
- If a child's parents cannot be contacted, someone on the child's emergency contact list and/or the Palm Beach County Sheriff's Department will be sent to the child's home.

If a child is dismissed from the After-School Program during check-in time (before 2:30 p.m.), please be sure to notify the staff member responsible for check-in, of the child's dismissal.

Please help us to avoid unnecessary concern about a child's safety by calling the office at (561-745 0950) whenever a child will be absent from the Program.

PICK-UP PROCEDURES

The After-School Program utilizes a checkout system to ensure that each child is dismissed to the proper person at the end of the day. Children will not be allowed to leave the After-School Program unattended. **Parents must walk into the building and sign out their child/ren.**

Children will not be released to anyone other than a parent, guardian, or person listed on the child's permission form, unless the child's parent/guardian notifies the center program staff prior to pick up time. If a staff member is unfamiliar with any person picking up a child, the staff member must see a picture identification before the child is released.

Parent/guardian pick-up sign out area is in the front office.

For safety reasons, parking is not allowed at the curb in front of the center. Exception is on severe weather days parents are allowed to pull up to the front entrance, remain in their vehicle and their children will be brought out to them.

LATE PICKUP POLICY FOR DISMISSAL

The After-School Program closes at 5:00 p.m. We ask parents to arrive by 4:50 p.m. in order to allow the children enough time to tidy up and gather their belongings. If a 5:00 p.m. arrival is unlikely, please take a moment to call us at 561-745-0950 so a staff member can speak to the child about the delay.

A late fee of \$10.00 will be charged for a pickup after 5:15 p.m. If a child is picked up before 5:15 p.m., the late fee will be waived. If a child is picked up after 5:15 p.m., the late fee will be assessed. An entry in the late pickup log will detail the time of pickup and the amount due. Late fees will be added to the child's tuition bill. After the third occurrence of a late pickup, the five-minute grace period will be revoked. Continual late pickup may result in a child's suspension or removal from the program.

PROGRAMMING

The After-School Program strives to meet each child's need for physical and intellectual activities through a carefully designed schedule of educational, enrichment, and recreational programs. Throughout the school year, the children are offered a variety of activities at no additional cost to parents. The activities offered have included trade workshops, music lessons, computer courses, sports programs, cooking lessons, STEM programming, garden programs. Most activities meet a minimum of once per week for a period of four to eight weeks.

HOMEWORK POLICY

The After-School Program stresses the importance of homework and sets time aside every day for the children to complete their assignments. Staff members and Volunteers are available to assist with homework and reading.

BREAKFAST, LUNCH, SNACKS

A health snack is provided daily for all students enrolled in the after-school Program.

We provide healthy breakfast and lunches on all-day program days.

If your child has any food allergies, dietary restrictions, please see the office for a food allergy form that must be completed by a doctor.

OUTDOOR PLAY

Children who attend the after-school program can expect to spend a minimum of 20 minutes outside during the day. Outdoor play will be cancelled due to rain, thunder storm, or excessive wind or heat. All children are expected to join their classroom in outside activities. We are unable to allow children to remain indoors due to supervision

POSSESSIONS FROM HOME

Since we cannot guarantee the safe return of personal belongings, the after-school program asks that any personal possessions be left in backpacks during a child's time at the center. Responsibility for the safekeeping of electronic games and toys brought from home remains with the child. The after-school program does not allow the use of toy weapons or trading cards at any time.

TELEPHONE USE BY CHILDREN

The staff will be happy to convey messages to children when necessary but it is not possible for children to make or receive telephone calls at the after-school program. Parents are welcome to call the center at any time to speak to the Director or Office with questions or concerns regarding their child.

HEALTH POLICY

If a child becomes ill while attending the program, a parent or emergency contact person will be notified. A child who is not feeling well should be picked up within one hour of notification. The Program will provide a rest area and a quiet area while the child waits. Children who attend the after-school program should be well enough to follow the normal routine of the program. Children who have a contagious condition, eye ailment, head lice, rash, fever, vomiting, or diarrhea, may not attend the after-school program and must be fully recovered before returning to the After School Program.

Please report any changes of emergency contact information, employment, telephone numbers, or addresses to the Office as soon as they become available. Although this information will be kept confidential, it will be shared with appropriate staff members to facilitate communication with parents or guardians in emergency situations.

ACCIDENTS OR ACUTE ILLNESS

In the event of an accident or acute illness, every effort will be made to notify the child's parents and physician prior to treatment. If a situation requires immediate attention, 911 will be called and the child will be transported to the hospital by ambulance.

MEDICATION POLICY

The after-school program will dispense prescription medication only when the written permission of the child's doctor and parent or guardian is on file at the center. All medication administered by the staff of the after-school program must be current and in a pharmacy labeled container with child's photo. An adult must bring the medication into the Program. Children are not allowed to transport medication. Expired medications will be returned to the families.

ABUSE AND NEGLECT POLICY

The staff of the after-school program are mandated reporters and as such, are required by Florida Law to report all suspected instances of abuse or neglect to the Department of Children and Families (DCF).

HEAD LICE

The After-School Program has a no lice, no nit policy. If the Program is notified by the school nurse that a child who attends the after-school program has been sent home with head lice, the staff will check all of the children in the affected child's grade. If head lice are found, the parents of the child will be notified and asked to take the child home for treatment. A notice will be posted on the board in the parent center whenever head lice are found in the after-school program.

Children who have been sent home with head lice may return to the after-school program once they have been cleared for return by a doctor or the public school nurse. In order to prevent the spread of head lice, children should be encouraged not to share clothing, combs, or hair accessories.

BEHAVIOR MANAGEMENT POLICY

The children and staff of the after-school program are asked to treat each other with respect, tolerance, kindness, and consideration. The rules and behavior expectations utilized by the after-school program will be explained to the children clearly and reinforced in a consistent manner. Children will be given reminders and redirection in order to encourage positive behavior. A child who is unkind verbally will be asked to apologize. A child who uses supplies or equipment inappropriately will be restricted from using the supplies or equipment for a short period of time. Any activities where participants purposely exclude another child will not be allowed. When a child is disruptive or needs time to regain self-control, he or she will be removed from the group. Time out periods will last approximately three to five minutes and will not exceed fifteen minutes. After a time out, the teacher, director, and child will discuss behavior options before the child returns to the group.

Under no circumstances will a child be subjected to neglect, physical punishment, verbal abuse, or denial of restroom facilities. Parents will be notified if a child exhibits unusual emotional or physical behavior that threatens the wellbeing of the child or others in the after-school program. If a child has specific behavior issues, every effort will be made to implement a behavior management program consistent with efforts being made at the child's home and school. If a child's behavior indicates that the Program is not able to meet his or her needs, the Program Director will contact the child's parents to arrange a meeting. A parent or staff member may also request a meeting. Within ten days of the meeting, in keeping with the conclusions of the meeting, an action plan will be developed that establishes reasonable, attainable objectives for the child. A copy of the plan will be given to the staff and to the child's parents. A log will be kept of the child's progress. If the Program Director feels the Program cannot accommodate the needs of the child, or if the objectives established for the child are not met, the Program reserves the right to terminate the child's participation in the Program with two weeks notices. Pre-paid tuition will be refunded. A decision under this paragraph may be appealed by contacting the Superintendent of Schools. Any child who does not accept the physical boundaries of the Program, or exhibits behavior that threatens his or her wellbeing, or the wellbeing of others, is subject to dismissal without notice.

Any inappropriate behavior by a parent, including verbal abuse of a child or staff member, or confrontations with staff members in the presence of a child, is grounds for termination of the family's participation in the After School Program without notice.

BEHAVIOR GUIDELINES

NO TOLERANCE POLICY		PENALTY
1.	Possession of a weapon	Immediate removal and expulsion from Community Group, Inc. Summer Camp
2.	Threatening staff / student with bodily injury	
3.	Possession of illegal substances	
4.	Stealing	
5.	Possession of fireworks or explosives	
MAJOR OFFENSES / ANY PHYSICAL VIOLENCE		PENALTY
1.	Open hand	1st Occurrence – 3 day suspension 2nd Occurrence – 1 week suspension 3rd Occurrence – Permanent expulsion
2.	Closed fist	
3.	Kicking	
4.	Biting	
5.	Spitting	
6.	Shoving	
7.	Throwing things	
8.	Verbal threatening / bullying	
MINOR OFFENSES		PENALTY
1.	Disrespecting Staff	1st Occurrence – 1 day suspension 2nd Occurrence – 3 day suspension 3rd Occurrence – 1 month suspension 4th Occurrence – Permanent expulsion
2.	Not following rules	
3.	Verbally inciting a fight	
4.	Mishandling equipment	
5.	Unauthorized use of electronic equipment	

PROGRAM RULES

The following Program Rules have been established for the safety and wellbeing of all students. We expect proper behavior at all times from the students so as not to cause danger to themselves or others. To ensure the safety, well-being and enjoyment of each participant, the following Program Rules have been established. It is our general policy to work with the parents in handling all disciplinary concerns. Therefore, please read the following rules and guidelines with your student and have them sign in agreement of these rules along with you.

PARTICIPATION

- A. Students are expected to arrive and be picked up on time at the center each day.
- B. Students are expected to wear required appropriate clothing and footwear.
- C. Private and public funding is critical to the ongoing success of the Tutorial Center. This funding is based on the regular attendance of each student. You must agree to make sure that your student is in attendance unless they are sick or have an appointment. If you are punishing your child for misbehavior, please do not consider keeping them out of the program as part of the punishment. This hurts not only the student but also affects our funding.
- D. It is the responsibility of the parent/guardian to call the Tutorial Center at 561-745-0950 to report the absence of their student as soon as you know they will not be in attendance. Our voicemail is available 24/7. If we have not heard from you by the third day of your student's absence, we will assume that you have withdrawn your student from the program and they will be terminated from our program without further notice.
- E. Each student must be involved in all games and activities.
- F. Each student will assist with set-up and clean up.
- G. On field trips students must stay with their designated group, must remain with their assigned buddy and may not leave the supervised area without permission.

RESPECT FOR ONESELF, OTHERS AND THEIR BELONGINGS

- A. Students must keep hands and feet to themselves.
- B. There will be no touching of other people's belongings. ***STEALING WILL NOT BE TOLERATED.***
- C. Students must use their inside voices and talk quietly when inside, on the vans and while on field trips.
- D. No name-calling.
- E. Students must use appropriate language and must refrain from inappropriate language and comments designed to hurt feelings or cause conflict.
- F. **FIGHTING WILL NOT BE TOLERATED.**

FOLLOW DIRECTIONS

- A. Students will follow directions given by all staff and adult volunteers.
- B. Students will follow the rules of activities or games.

TUTORIAL CENTER EQUIPMENT AND SUPPLIES

- A. Tablets & PC's are to be used under staff supervision only.
- B. All program equipment and supplies are to be used appropriately.

PERSONAL PROPERTY

Students are not to use cell phones or other electronic devices during program hours or while being transported on the vans or buses. Before entering the Tutorial Center, cell phones, personal toys, games, and all electronic devices are to be turned off and placed **inside** the student's backpack. Personal cell phones may be used ONLY with permission from a staff member for emergency parental/guardian contact. Failure to leave all electronic devices in their backpack will result in removal of the device from the student and the parent/guardian will be contacted to come to pick up the item. Students are responsible for their own property. The Center is not responsible for any student's personal property if lost or stolen.

NON-DISCRIMINATION STATEMENT/EQUAL OPPORTUNITY POLICY

West Jupiter Community Group, Inc. is an equal opportunity employer. All employment activities will be conducted in a manner to assure equal opportunity for all and will be based solely on the individual merit and fitness of applicants, candidates and/or employees without regard to race, color, religion, creed, gender, age, national origin, pregnancy, disability or veteran's status. **(Be sure to check your state and local governments for additional areas of protection, which may include sexual orientation/preference, marital status, and/or smoking.)**

Further, West Jupiter Community Group, Inc. is an equal opportunity service provider and will provide its services to children and/or their family without regard to the child or family's race, color, creed, religion, gender, age, national origin, pregnancy, disability or veteran's status. **(Again, be sure to check your state and local governments for additional areas of protection, which may include sexual orientation/preference, marital status, and/or smoking.)**

Any employee who acts in a discriminatory manner towards any person will be subject to disciplinary action up to and including termination. This includes overt acts of discrimination through speech, writing, or behavior as well as acts of indifference, failure to acknowledge another person, and/or failure to act in a professional manner towards another person.

Employees hired for positions where the primary responsibility is direct childcare must be [18] years of age in accordance with the regulations established by the Palm Beach County Health Department.

Client Grievance Policy and Procedures

It is the policy of the WEST JUPITER COMMUNITY GROUP, INC. to provide all clients and those seeking services with a copy of the Client Grievance Policy and Procedures and an opportunity to file a grievance. If you choose to file a grievance, you are assured that no adverse repercussions will occur to you in any future interaction with the WEST JUPITER COMMUNITY GROUP, INC. A grievance may be filed for the following reasons:

- **You feel that you were improperly denied services.**
- **You feel that the services were not effective.**

You, or someone you ask to help you, should put your grievance in writing and submit it on a Client Grievance Form, which you will find attached. If you are unable to write the complaint yourself and cannot find anyone to help you, you may submit it orally or on a cassette tape or ask the WEST JUPITER COMMUNITY GROUP, INC. to provide you with assistance in submitting your complaint. If you choose not to use the Grievance Form, please make sure that you have included the same information that is asked for on the form. All timelines may be extended by mutual agreement.

To file a complaint with the WEST JUPITER COMMUNITY GROUP, INC., please follow the steps below:

STEP 1

As soon as possible following the event with which you disagree, put your complaint in writing and direct it to the attention of the Executive Director. He/she has 15 days from the time the WEST JUPITER COMMUNITY GROUP, INC. receives your complaint, in which to provide you a written decision.

STEP 2

If you are not satisfied with the decision of the Executive Director and you want that decision reviewed, you must within 15 days request a paper review of the Executive Director's decision by the Grievance Committee of the Board of Directors or request a meeting in person. The request shall be submitted to the Executive Director who will forward it to the President of the Board of Directors. The President of the Board will appoint a Grievance Committee to review your complaint. The decision of the Executive Director will be overturned only upon a showing that there was an abuse of discretion. The President of the Board of Directors shall send the decision of the Grievance Committee to you in writing as soon as possible, but no later than 45 days after the WEST JUPITER COMMUNITY GROUP, INC. receives your request for a review. The decision shall be final.

PERMISSION SLIP FOR WALKER

Permission is hereby granted for my child _____ to walk home from the Edna W. Runner Tutorial Center.

Signature: _____ Date: _____

Relationship to Student: _____

Home Phone # _____ Cell Phone# _____

Emergency Contact _____

Emergency Contact Phone # _____

With my signature above I agree to the following terms:
I hereby release and discharge the West Jupiter Community Group, Inc. / Edna W. Runner Tutorial Center from any and all situations, which might arise by allowing my child/guardian to walk home. I agree to indemnify and hold harmless West Jupiter Community Group, Inc. from any and all claims, damages, costs, attorneys' fees, or damages of any kind arising out of allowing my child/guardian who is attending programs at the tutorial center.

**PARENTAL AUTHORIZATION FOR ADMINISTRATION OF MEDICATION
ADMINISTRATION BY SCHOOL PERSONNEL**

(To be completed if parent desires school to be responsible for student's medication.)

STUDENT'S NAME: _____ DOB: _____ GRADE: _____
Last First M.I.

As parents/guardians of the student named above, we/I request the Director or designee administer the medication described below to our/my child. NO MEDICATIONS/TREATMENTS SHALL BE ADMINISTERED WITHOUT THE COMPLETION OF THIS FORM AND SIGNATURE OF THE PARENT/GUARDIAN.

Name of Medication: _____ Amount/Dosage: _____

Time to be given: _____ Date to Start: _____ Date to End: _____

Health condition requiring medication: _____

Special Instructions: _____

Possible side effects: _____

Name of Physician Prescribing Medication: _____ Phone: _____

We/I understand that under provision of Florida Statute 1006.062, WJCG personnel cannot be held liable for reactions or effects from the administration of the medication. We/I also grant permission for WJCG personnel to contact the physician if there are questions or concerns about the medication. It is legally understood that WJCG is not legally obligated to administer medication to my child and; therefore, I agree to hold the WJCG, its Board of Directors and its employees free from any and all responsibility for the results of such medication or the manner in which it is administered. We/I have read the guidelines and agree to abide by them.

_____/_____/_____ Date: _____
Parent/Guardian Signature Best phone number to be reached Other Number

.....
SELF-ADMINISTRATION OF MEDICATION

To be completed by parent and physician. If any medication must be self-administered (inhalers, allergic reaction medication, CF enzymes) a written order must be received by a physician stating the need for the medication.

Student's name: _____ Date: _____ Grade: _____
 Last First M.I.

Name of medication: _____ Amount/Dosage: _____

Physician's Signature: _____ Date: _____

Provider Office/Stamp: _____

*******GUIDELINES*******

NOTE: Whenever possible, medication schedules should be arranged so all medication is given at home. Only school employees that completed training by the school nurse may administer medications to students at school.

1. ***Medication must be delivered to the school by the parent in the original container and the above permission form must be signed by the parent/guardian.***
2. The label must indicate the student's name, medication name, physician's name, dosage and time to administer. I will obtain from the physician any specific orders for my child should the school nurse request more detailed instructions.
3. Over-The-Counter medications (such as Tylenol, antacids, cough medicine, throat lozenges, etc.) are to be provided by the parent and must be in the original manufacturer's container labeled with the student's name and parent's instructions for administration.
4. Prescribed treatments, if the medication requires special equipment for administration, the parent will supply the necessary item. The WJCG director/asst. director has my permission to contact the physician if there are any medical concerns about my child.
5. New parental authorization forms will be requested with any change in medication or dosage and at the beginning of each school year.
6. Medication that is discontinued, expired or not picked up at the end of the school year by the parent will be **destroyed**.
7. Medications can be given within one hour of designated time. If a dose is missed, parent should be contacted.

STUDENT WITHDRAWAL FORM

On _____ parent / guardian _____
(Date) (Print Name of Parent / Guardian)

Has withdrawn _____
(Print Name of Student(s))

From the program for the following reason(s):

Signature of Parent/Guardian

Signature of Executive Director

West Jupiter Community Group, Inc.

Edna W. Runner Tutorial Center

7187 Church Street Jupiter, FL 33458

Client Grievance Form

Please complete all sections that apply to your complaint and return to the West Jupiter Community Group to the attention of the Executive Director.

1. I requested the following help:

2. I was told that West Jupiter Community Group could not provide me the help that I requested.

Date _____ I disagree with that decision for the following reasons:

3. I am unhappy with the services that I am now receiving, or received, because:

Name: _____

Address: _____

Telephone: _____

Signature: _____ Date: _____

Attach additional explanation or information if necessary.

COMMUNICATION

The After School Program maintains an open door policy. Please feel free to direct questions or concerns related to any facet of the After School Program to the Director at any time.

Any questions regarding tuition, policies, staffing, activities, or a child's participation in the Program may be directed to the Office at **561-745-0950**.

Voicemail is in place 24 hours a day and will record a message if no one is available to answer your call.

The absence line, **561-745-0950**, is a direct line into the After School Program Office. This number may be called 24 hours a day to report a child's absence from the Program or to revise pickup information.

The first priority of the staff is to focus as much attention as possible on the children. In order to meet the needs of the children and the staff during Program hours, we ask that parents limit their conversation with After School Program staff members to subjects involving their child. The Director are available to answer all other questions that arise. Please feel free to call us at any time.