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<td><strong>Barbara C. Jordan Elementary School (48-Slot)</strong></td>
<td>7400 Balson Ave., University City, MO 63130</td>
</tr>
<tr>
<td>1500 N. 82nd Blvd., University City, MO 63132</td>
<td>Site Manager: Christa Ayers</td>
</tr>
<tr>
<td>Site Manager: Brenda Montgomery</td>
<td>Site Phone Number: (314) 546-6336</td>
</tr>
<tr>
<td>Site Phone Number: (314) 269-7502</td>
<td>Program Times: 7:00am-8:40am &amp; 3:30pm-6:00pm</td>
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<td>Program Times: 7:00am-8:40am &amp; 3:30pm-6:00pm</td>
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<th>Flynn Park Elementary School (60-Slot)</th>
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<tr>
<td>7220 Waterman Ave., University City, MO 63130</td>
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<tr>
<td>Site Coordinator: Rachele Johnson-Bell</td>
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<tr>
<td>Site Phone Number: (314) 728-1254</td>
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<tr>
<td>Program Times: 7:00am-8:40am &amp; 3:30pm-6:00pm</td>
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<td><strong>Berkeley Elementary School (100-Slot)</strong></td>
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<tr>
<td>8300 Frost Ave., Berkeley, MO 63134</td>
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<tr>
<td>Site Manager: Danielle Wade/Keisha Howell</td>
</tr>
<tr>
<td>Site Phone Number: (314) 441-0023</td>
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<tr>
<td>Program Times: 7:00am-8:40am &amp; 3:40pm-6:00pm</td>
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<td>200 Day Dr., Ferguson, MO 63135</td>
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<tr>
<td>Site Manager: Johnathan Stallworth</td>
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<tr>
<td>Site Phone Number: (314) 601-4448</td>
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<tr>
<td>Program Times: 7:00am-8:40am &amp; 3:40pm-6:00pm</td>
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<td>3709 Nebraska Ave., St. Louis, MO 63118</td>
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<tr>
<td>Site Manager: Arleen Thomas</td>
</tr>
<tr>
<td>Site Phone Number: (314) 728-6136</td>
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<tr>
<td>Program Times: 7:00am-9:00am &amp; 4:00pm-6:00pm</td>
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<th>Oak Hill Elementary School (60-Slot)</th>
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<td>4300 Morganford, St. Louis, MO 63116</td>
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<tr>
<td>Site Manager: Shanise Lewis</td>
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<tr>
<td>Site Phone Number: (314) 680-8246</td>
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<tr>
<td>Program Times: 7:00am-8:45am &amp; 4:00pm-6:00pm</td>
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| **Hodgen Elementary School (60-Slot)**        |
| 1616 California Ave., St. Louis, MO 63104     |
| Site Manager: Elbert Harris                   |
| Site Phone Number: (314) 728-8630             |
| Program Times: 7:00am-9:00am & 4:00pm-7:00pm  |

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<thead>
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<th>Patrick Henry Elementary School (60-Slot)</th>
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<tr>
<td>1220 N. 10th St., St. Louis, MO 63106</td>
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<tr>
<td>Site Coordinator: Rayne Saddler</td>
</tr>
<tr>
<td>Site Phone Number: (314) 498-8783</td>
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<tr>
<td>Program Times: 6:30am-8:00am &amp; 3:00pm-6:00pm</td>
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<tr>
<th>Mann Elementary School (90-Slot)</th>
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<tr>
<td>4047 Juniata St., St. Louis, Mo 63116</td>
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<tr>
<td>Site Manager: Jerrilynn Morris</td>
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<tr>
<td>Site Phone Number: (314) 728-7513</td>
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<tr>
<td>Program Times: 6:30am-8:00am &amp; 3:00pm-6:00pm</td>
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<tr>
<th>Sigel Elementary School (60-Slot)</th>
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<tr>
<td>2050 Allen Ave., St. Louis, MO 63104</td>
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<tr>
<td>Site Coordinator: Jasmine Moore</td>
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<tr>
<td>Site Phone Number: (314) 728-1251</td>
</tr>
<tr>
<td>Program Times: 7:00am-8:45am &amp; 4:00pm-6:00pm</td>
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Unleashing Potential School Age Services

Administrative Staff

Our administrative staff travel on a regular basis to the different sites and are not at their desks consistently. Please allow a minimum of 24 hours for return phone calls. Feel free to email in addition to a phone call.

Agency Contact Information:
Administrative Office:
1000 N. Vandeventer, 2nd floor
St. Louis, MO 63113
Office: 314-383-1733, 0 for Administrative Assistant

Gloria Hampton, Director of School Age Services
Office: 314-383-1733, ext. 334
Cell: 314-203-9286
ghampton@upstl.org

Niesha Nelson, Associate Director of School Age Services
Office: 314-383-1733, ext. 338
nnelson@upstl.org

Daniel Futrell, Associate Director of School Age Services
Office: 314-383-1733, ext. 342
dfutrell@upstl.org

Jennifer Vaughn, Field Support Specialist
Office: 314-383-1733, ext. 341
jvaughn@upstl.org

Diane Hemphill, Accounts Receivable Assistant
Office: 314-383-1733 ext. 345
University City office: 314-290-4055
Cell: 314-585-0061(main number for contact)
dhemphill@upstl.org

Yolanda Campbell, Educational Specialist
Office: 314-383-1733, ext. 336
ycampbell@upstl.org
**WELCOME**
We are glad that you have selected Unleashing Potential, to provide educational and enrichment services for your child (ren). Unleashing Potential is committed to providing quality child and youth development programs in safe and nurturing environments. 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, Unleashing Potential believes all children can reach their magnificent potential. We provide educational and empowering experiences to help close the opportunity gap. 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 focuses on the development of social skills, life skills, health and nutrition education, and academic achievement through before care, after care and summer programs,
- **teen employment program**, which provides employment opportunities and life skills training for young men and women, ages 16-19.

**VISION**
A St. Louis Community where all children, youth and families live into their potential.

**CORE VALUES**
Respect for All
Faith & Stewardship
Resilience & Empowerment
Quality Programs & Caring Staff
STATEMENT OF NON-DISCRIMINATION
Admission to, employment by, and all services provided by Unleashing Potential School Age programs are the same for everyone regardless of race, disability, color, creed, religion, sex, age, national origin, ancestry, citizenship or veteran status.

LICENSING REGULATIONS
Unleashing Potential School Age programs are licensed by the Missouri Department of Health: 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. Please feel free to consult them whenever necessary.

GOVERNANCE
Unleashing Potential 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 Unleashing Potential 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 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. All staff receive backgrounds checks including fingerprints and are required to attend ongoing professional development. 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 of 1 staff person to 16 children (1:16).

SCHOOL – AGE CURRICULA (5yrs-12yrs)
Unleashing Potential 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 and KidzMath 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 and balanced meals daily 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 literacy, STEAM (Science, Technology, Art and Math), health and fitness and character education curricula.

ADMISSION POLICY/ENROLLMENT ELIGIBILITY
Any student between the ages of five through twelve years of age and enrolled in kindergarten through 5th grades may apply for enrollment in our programs. Schools that have enrollment through sixth grade are also allowed to be a part of the before/afterschool programming. Eligibility for summer programming is completion of kindergarten through completion of the fifth grade. 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, allergies, etc.). To ensure the health and safety of ALL children and staff, we must have ALL medical information pertaining to your child upon enrollment. Acceptance in the program is not confirmed until these documents are received.

Enrollment packets are available at the school office for all interested families and on line at our website, www.upstl.org. After completion and submission of this information you will be contacted to schedule an orientation and a start date for your child. Submission of an application does not confirm acceptance. Please allow up to 48 business hours for processing of applications.

ARRIVAL PROCEDURES
Programs providing before school services will vary depending on the location. Please check with your specific program to confirm the start time. 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 PROCEDURES
Students within the school are dismissed to Unleashing Potential 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 need written documentation of adults authorized to pick up children. Please refer to the front of the handbook to know the end time for your
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. 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**
- 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.

PARENT AND AUTHORIZED PERSON CONDUCT
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 Unleashing Potential activities. It is our desire to avoid such measures and encourage everyone to model for all children at all times.

PARTICIPANT GUIDANCE/DISCIPLINE
Unleashing Potential staff receives 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 Unleashing Potential Staff.
• Keeping children actively involved in meaningful, fun activities generally creates an environment in which problems are few and minor. However, in situations where program rules are not followed, staff will utilize the following procedures: Behavioral infractions are documented by staff in an effort to maintain a written account of problems and patterns. See the progression of interventions below.
CORRECTION - Participant is reminded of the rules and is asked once again to follow them.

REDIRECTION – Participant is redirected to another activity or the appropriate behavior for the activity.

SAFE PLACE - Participant is asked if they would like to go to the “safe place” to regain composure.

REFLECTION – Staff has a dialogue with child to reflect on behavior and what will be done differently. Staff will communicate the consequences if behavior happens again. Child returns to activity.

COMMUNICATION WITH PARENTS - Serious concerns will be conveyed to the parent immediately by phone. Minor concerns will be communicated at the end of the program day.

SUSPENSION/WITHDRAWAL - Serious or continuing problems may result in suspension and/or immediate withdrawal.

SUSPENSION
Unleashing Potential aims to create a safe environment for staff and students and will not tolerate any action that jeopardizes the health and safety of staff or children such as fighting, hitting, kicking, destruction of property, running away from staff 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 summer/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 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.

MEALS
- We participate in the City of St. Louis’ Child and Adult Care Food Program. We receive healthy and nutritious meal or snack as 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.
• All children will be served and encouraged to eat the meals served to them. Children **must** eat their meals on site. No portion of the meal 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.
• In the summer, we offer breakfast lunch and an afternoon snack. The morning meal time is from 8-9am. If your child will arrive later than 9am, please make sure the child has eaten prior to arrival. All children will be served and encouraged to eat the meals served to them. Parents wishing to provide their own meals or additional snacks may do so, but every child will be served a breakfast, lunch, and a snack. A schedule for meal times and menu for meals to be served will be provided to all families and posted.

**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 every year 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 student. 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.
  - Children with severe allergies must have required medicine with instructions on site in the event of an allergic reaction, i.e. epipen for severe allergic reactions.
  - It is a Missouri state requirement that all medication be kept out of the reach of children. Children are not permitted it carry medication on their person or in their backpacks.

• **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 the Unleashing Potential staff 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.

**Emergency Medical Care:** In cases when emergency medical care is needed, parents will be contacted immediately. Unleashing Potential will contact Emergency Medical Personnel (911) as deemed necessary and appropriate for injuries or illnesses incurred while participating in the before/afterschool program. Parents are responsible for payment of all expenses related to health care treatment of the injury/illness.

**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
Unleashing Potential makes every effort to resolve issues at the program level but has a formal resolution process in place should any issue escalates beyond the program level. The following procedure will govern the hearing and resolving of parent and community complaints:

- Complaints are submitted in writing to individual Program Directors. A response will be provided within seven (7) working days or sooner. If the complaint is not resolved to the satisfaction of the person or entity, the person or entity may proceed to the next step which is to the VP of Programs.
- The party/entity shall submit the written complaint and the response from the Program Director to the Vice President of Programs (vpofprograms@upstl.org) at the Unleashing Potential Administrative Office at 1000 N. Vandeventer Ave. St. Louis, MO 63113.
- The VP of Programs will provide a response within seven (7) working days or sooner.
- If not satisfied with the response of the VP of Programs, the party/entity shall submit the written complaint and the response from the VP of Programs to the President (dsowell@upstl.org) at the Unleashing Potential Administrative Office.
- The President will provide a response within seven (7) working days or sooner.
- Any written complaint submitted should be tracked on the UP grievance tracker and a copy of the complaint will be submitted to the Director of CQI and the President upon receipt.
- The party/entity will receive a written acknowledgement of the complaint when their written grievance has been received.
- A document will be provided to party/entity upon resolution.

*In the event that any Senior Manager listed above is unavailable or their position is vacant the complainant will automatically skip to the next step.

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.

CONFIDENTIALITY
Unleashing Potential 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).
**PROGRAM CLOSINGS**
Unleashing Potential School Age Services operate on the School District schedule that your child is enrolled in. Please refer to the district’s calendar for planned school closings. Additional programming during non-school hours is contingent upon district approval and is not offered at all locations.

As a general rule, we will not have programming when the school is scheduled to be closed to the students, however Unleashing Potential provides services in the University School District on certain days such as Teacher Professional Development, Parent/Teacher Conferences, Spring Break, and early dismissal schedules. Early Dismissal care is also provided in the Ferguson-Florissant District.

**INCLEMENT WEATHER**
REGISTER TO RECEIVE TEXT MESSAGES FROM YOUR SCHOOL. 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 Site Manager 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:

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

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

**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*
**FINANCIAL MATTERS**
For some programs, our funding does not fully cover the cost of the program and it is necessary to charge a fee. Below are the processes for programs with a fee.

**Tuition**
Unleashing Potential does not bill for its services. Before, After School and Summer Tuition is due every Friday, prior to the week of service. Payment will be accepted on Monday, prior to your child attending program. *Students will not be able to attend without payment.* The payment link can be accessed on our website.

**Absences:** Your child is expected to attend the program according to the attendance pattern you signed up for at the time of registration. By enrolling your child in our program, you have requested that we reserve a spot for your child. Should circumstances change, please contact us. Unleashing Potential does not give credit for absences. Your regular weekly fee will apply even if your child is absent. Failure to pay will result in dismissal from the program until payment is received.

**Pro-rated weeks:** Accounts are pro-rated if the school is closed for two or more days during a one-week period. This policy applies if your child attends full or part time. Accounts are not pro-rated if the program is available, but your child is absent. The regular weekly fee will apply.

**Withdrawal from program:** To withdraw your child from the program, please contact your Site Manager and the Accounts Receivable Assistant manager in writing. This will stop the accrual of fees on your account. A re-registration fee of $30 and the weeks tuition will apply should your child return.

**Cash payments are not accepted.** For University City families, please contact the Accounts Receivable Assistant at cell number 314-585-0061 or at our administrative office 314-561-3345 for other payment options. Families from other locations wishing to make a payment may contact Gloria Hampton at 314-561-3334 or ghampton@upstl.org.

**Financial Assistance**
Financial assistance is offered on a sliding scale in the form of a discount to qualified applicants that have received a denial letter from Missouri Social Services. Qualifications are based on household size and gross household income. Please note that financial assistance is limited and awarded on a first come, first serve basis. The required documents needed to accompany the financial assistance form are listed on the top of the form.

**DSS Participants**
We accept families who have a current approval letter under our DVN receiving subsidy from the Department of Social Services for University City locations. DSS 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. Parents are required to initial DSS attendance records daily and sign them at end of the month.
**Return Check Policy**
A service fee of $25 will be charged for returned checks and declined payments. Payments, including the insufficient funds/declined payment fee, must be remitted in the form of money order or the family can remit payment by way of their credit/debit card. Going forward, all other payments must be by money order or debit/credit card.

**Refunds**
A refund or credit will only be issued in the event of program cancellation due to inclement weather or emergency school closures. Once your child is enrolled in a session, you have reserved a slot for your child and you will be charged accordingly. Payment must still be made even if your child does not attend. To discontinue services and fees, you must withdraw your child from the program in writing to the Accounts Manager.

**End of year statements are available upon request.**
Client Rights & Responsibilities

**Special Note**: Unleashing Potential has defined its “Client” as the Parents whose child (ren) receives services through our childcare and youth development programs exclusive of young adults, ages 18 - 24.

**Unleashing Potential (UP) Clients have the right to:**
- Be informed of their rights and responsibilities
- Be provided with sufficient information to make an informed choice about using the organization and its services
- Fair and Equitable treatment including:
  a. the right to receive services in a non-discriminatory manner
  b. the consistent enforcement of program rules and expectations
  c. the right to receive services that exemplifies dignity, respect, and is responsive to cultural and linguistic differences
- Be safe in the agency’s service environments
- Written and oral communication in the languages of the major population groups served
- The provision of, or arranging for, communication assistance for persons with special needs who have difficulty making their service needs known
- Participate in all service decisions; receiving service in a manner that is non-coercive and that protects the person's right to self-determination
- Request a review of their care
- Refuse any service and be informed about the consequences of such refusal, which can include discharge
- Receive a schedule of any applicable fees and estimated or actual expenses and are informed prior to service delivery about: the amount that will be charged; when fees or co-payments are charged, changed, refunded, waived, or reduced; the manner and timing of payment; and the consequences of nonpayment.
- Confidentiality and privacy re: services rendered unless a legal court order requests such information
- Be informed on how to lodge complaints or grievances

**As a client of Unleashing Potential, I recognize my responsibility to:**
- Participate in services specified in my plan including compliance with program rules and regulations.
- Not engage in violent or destructive behavior
- Honor the confidentiality of others during group activities
- Provide relevant information as a provision for receiving services and participating in service decisions

Copy: Client File
Relevance: COA - CR
SUMMER FUN

Unleashing Potential Summer Programs
The locations for summer programs vary from year to year and are contingent upon funding.

Clothing
Children should be dressed in comfortable, durable and easy to wash clothing that is suitable for indoor and outdoor activities. Several of the activities that children participate in can be messy. Unleashing Potential is not responsible for lost, damaged, or stolen clothing/property. **Children must wear closed toe, rubber soled shoes at all times. Flip flops and sandals are acceptable only in the pool area.** Outdoor activities are incorporated every day weather permitting. Please dress children in clothing appropriate for play and messy activities.

Swimming
We make an effort to make sure all children will have the opportunity to receive lessons from certified swim instructors at the designated pool. This is not always the case depending on availability of instructors and life guards for the location. In order to swim, your child will need the following items:
- Full body Swimming Suit-One piece for girls/ Swimming Trunks for boys
- A Towel
- Plastic bag/Swim bag for wet items
- Additional items such as sunscreen, lotion, combs, brush, water shoes and other personal hygiene items as needed. Children are responsible for their own hygiene and putting on their own lotion and sunscreen.

Summer Schedule
Summer enrichment programming begins at 9:00am even though all of our camps open before 9:00am. Unleashing Potential believes in intentional opportunities to connect and build community with its participants and this takes place at the start of the day. **It is strongly encouraged that your child be present by 9:00am so that they may have full participation in the programming.** In addition, there may be field trips and swimming trips scheduled for the morning and we cannot guarantee that a staff member will be present on field trip/swimming days if you arrive after the program start time at 9:00am.
Parent Acknowledgement of Receipt of Parent Handbook

I ________________________________, acknowledge the following:

(Print Name)

I have received a copy of the Unleashing Potential Student and Family Handbook. I agree that it is my responsibility to read and understand the policies contained in it and that in the event there is any policy or provision in the handbook that I do not understand, I will seek clarification from the Site Manager.

______________________________   _______________________
(Parent Signature)               (Date)