



**EARLY CHILDHOOD  
AFTER SCHOOL  
YOUTH DEVELOPMENT  
ENRICHMENT CAMPS**

*Formerly  
Neighborhood  
Houses*

# **Student & Family Handbook**

Before School  
After School  
Summer Enrichment

**Administrative Office:**  
1000 N. Vandeventer, 2<sup>nd</sup> Floor  
Saint Louis, MO 63113  
Office: (314) 383-1733  
Fax: (314) 361-6873  
**Revised 7.18.2022**



partnering.  
investing.  
empowering.



# Table of Contents

Site Contact Information.....3  
Administrative Office Contact List.....4  
Welcome .....5  
Mission, Goals, Statement of Non-Discrimination.....6  
Admission Policy & Enrollment Eligibility.....8  
Arrival & Departure Procedures .....10  
Attendance .....11  
Parent & Authorized Person Conduct.....13  
Participant Guidance & Discipline .....13  
Discharge & Emergency Safety Procedures .....15  
Meals.....16  
Health .....17  
Mandated Reporting.....19  
Grievance Policy .....20  
Confidentiality .....21  
Inclement Weather & Program Closings .....21  
Financial Matters .....23  
Client Rights .....25  
Summer Fun.....27  
COVID-19.....28  
Virtual Programs.....29  
Parent Acknowledgment.....32

## Unleashing Potential Afterschool Programs 2022-23

### **University City School District**

#### **Barbara C. Jordan Elementary School**

1500 N. 82<sup>nd</sup> Blvd., University City, MO 63132  
Site Phone Number: (314) 269-7502

#### **Jackson Park Elementary School**

7400 Balson Ave., University City, MO 63130  
Site Phone Number: (314) 546-6336

#### **Flynn Park Elementary School**

7220 Waterman Ave., University City, MO 63130  
Site Phone Number: (314) 728-1254

#### **Pershing Elementary School**

6761 Bartmer Ave., University City, MO 63130  
Site Phone Number: (314) 680-1796

### **Ferguson-Florissant School District**

#### **Berkeley Intermediate School**

8300 Frost Ave., Berkeley, MO 63134  
Site Phone Number: (314) 441-0023

#### **Griffith Elementary School**

200 Day Dr., Ferguson, MO 63135  
Site Phone Number: (314) 601-4448

#### **Robinwood Intermediate School**

955 Derhake Rd.  
Florissant, MO 63033  
Site Phone Number: (314) 680-8246

#### **Combs Intermediate School**

300 St. Jean St.  
Florissant, MO 63031  
Site Phone Number: (314) 448-9342

### **St. Louis City**

#### **Atlas Charter School**

2845 Washington Blvd., St. Louis, MO 63103  
Site Phone Number (314) 723-8249

## **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, 2<sup>nd</sup> Floor  
St. Louis, MO 63113  
Office: (314) 383-1733, Press 0 for the Office Manager

### **Angela Jordan, Director of School Age Services**

Office: (314) 383-1733, ext. 348  
Cell: (314) 445-4189  
[ajordan@upstl.org](mailto:ajordan@upstl.org)

### **Niesha Nelson, Strengthening Resilient Families Advocate**

Office: (314) 383-1733, ext. 338  
[nnelson@upstl.org](mailto:nnelson@upstl.org)

### **Accounts Receivable/Intake Coordinator**

Lonnie Cross, Jr.  
Office: (314) 383-1733, ext. 341  
Cell: (314) 585-0061 (preferred number for contact)  
[lcross@upstl.org](mailto:lcross@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 during out of school time hours. Unleashing Potential is the current contracted provider within the schools listed on page three. We are not employed or paid by the district to provide services, although Unleashing Potential may employ individuals who work in the districts. In certain circumstances, the district policy will supersede or dictate our procedures. We are partners with our districts and 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.*

*This Student and Family 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. During this season of COVID-19, much of what is in this handbook is written for “normal” circumstances of interaction and operating. We are returning to our regular program with a recommendation of masks. We have added a separate section specifically for COVID-19 procedures and Virtual Program Guidelines in the event that we have to pivot to those standards in the future.*

*With every challenge comes opportunity and for us it is an exciting time because it is allowing us to explore new areas for engaging youth and families that we may not have pursued in the past. We have added a new program, Strengthening Resilient Families, to support our families during these challenging times. Please feel free to reach out to our Strengthening Resilient Families Advocate, Niesha Nelson if you are interested in the program, her information is provided in the front of the book.*

*Unleashing Potential’s school age programs are licensed by the state of Missouri and accredited by the Council on Accreditation. We are doing our best to provide the highest quality of programming for every child we serve. We appreciate you for entrusting your child to our care.*

*In the interest of the children,  
Angela Jordan, MM  
Director of School Age 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 120 children ages six weeks to twelve 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.

## **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 Programming & 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 background, race, ethnicity, culture, language, ability, color, creed, religion, sexual identity, sexual orientation, gender identity and expression, age, socioeconomic status, national origin, ancestry, citizenship, or veteran status.

## **LICENSING REGULATIONS**

Unleashing Potential School Age Programs are licensed by the state of Missouri under the Department of Elementary and Secondary Education. 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. The link to the website is [dese.mo.gov/childhood/child-care](http://dese.mo.gov/childhood/child-care).

## **GOVERNANCE**

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

## **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 background checks including fingerprinting and are required to attend ongoing professional development. They have a wide range of experience and education. Staff to child ratios in our classrooms conform to Missouri Licensing standards of one staff member to 16 children (1:16).

## **SCHOOL AGE CURRICULA (FIVE YEARS TO 12 YEARS)**

Unleashing Potential believes that by offering programming designed to improve social skills (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 Quirkles and FuddleBrooks afterschool curricula and the research-based health and fitness, Fab5 in our program structure. Staff also receive 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 enrichment classes are provided to increase awareness and appreciation of the world around us. 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 choices.
- 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 (CR 1.04)**

Any student between the ages of five and 12 years of age who are enrolled in Kindergarten through Fifth grade may apply for enrollment in our programs. Schools that have enrollment through Sixth grade are also allowed to be a part of the before and after school 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 or dietary needs, we will require statements from your child's physician (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.

Unleashing Potential adopts a service philosophy that promotes meaningful participation, inclusion, and self-determination of students, provides a basis for the implementation of strengths-based, person-centered activities and interventions, and safeguards the emotional, physical and psychological well-being of the student. (CR 4.01).

Information about the need for services and assessments will be gathered directly from the student and their family. (CR 4.02) Unleashing Potential provides services and supports to students with developmental disabilities that are tailored to their individual needs by partnering with the student, their family, and others to create a Positive Behavioral Support plan. (CR 4.03, 4.08) We work closely with the student, their family, and others to resolve any conflict that may arise while establishing and implementing the Positive Behavioral Support Plan. (CR 4.04)

Unleashing Potential will accommodate, (when appropriate and as resources are available), the visual, auditory, linguistic, and motor abilities of students by providing assistive technology, or help the student gain access to assistive resources, as needed. The student and/or their family will be involved in the selection of specific technologies, afforded the opportunity to try the device prior to purchase or assignment, and trained on the use of the specific assistive devices being provided. (CR 1.09, 4.06).



Unleashing Potential Afterschool program sites hold monthly parent engagement activities in order to strengthen the family's ability to provide care and maintain family unity. (CR 4.09)

Flyers are available at the school office for all interested families and online registration can be found at [www.upstl.org](http://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 applications.**

*Unleashing Potential cannot serve minors without the consent of a parent or legal guardian. (CR 1.03)*

## **ARRIVAL PROCEDURES**

Start times for programs providing before school services will vary depending on the location. Please check with your specific program to confirm the start time. Parent or designee are required to sign students in daily. 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, 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 or custodial disputes, we need written documentation of adults authorized to pick up children.

All programs will end at 6:00 pm. There is no grace period. It is recommended that parents plan to arrive a few minutes prior to the end of the program to make sure children are picked up on time. Parents who are consistently tardy for pick up will be subject to a late fee being assessed. Parents will be charged \$5 for the first 5 minutes that they're late, and an additional \$1 per minute afterwards. 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 15 minutes after program closing time could result in the Site Manager contacting the local authorities to pick up your child after attempts to contact a parent or emergency contact have been unsuccessful.*

## **CHANGES IN ENROLLMENT INFORMATION**

Our 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 (births, deaths, divorce, new people living in the household, custodial matters that will affect the care of the child, etc.)
- Change in address or home telephone/cell phone numbers
- Change in employment and telephone number
- Change in medical information
- Change in emergency contact

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 not staying for the after-school program, please notify their day school teacher so that they are not released to the after-school staff. If a child reports to after school, 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 circumstances are not permitted to attend the after-school 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 Manager and inform him or her of extensive absences due to illness, family vacation, or other life circumstances.

Again, all children enrolled in the program are expected to attend 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 up to 30 minutes of program time to assist children with homework. We are committed to supporting your children academically; however,

we are required to include several other enrichment and recreational activities within our program daily.

Children must acknowledge that they have homework and present it 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.

### **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 on any pertinent information so they can prepare their child for the trip.

### **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 parent's behalf conduct themselves in a responsible manner by modeling attitudes and behavior that support this environment.

Use of appropriate language and tone is always required 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 yelling, cursing, 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 always our desire to avoid such measures and encourage everyone to model for all children.

## **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. 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, they may jeopardize their right to attend the program.

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

Consequences include redirection, reflection exercises, and loss of privileges or right to participate in special activities. Depending on the offense, consequences can also 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 communication skills.

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:

- **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 participant to reflect on behavior and what will be done differently. Staff will communicate the consequences if behavior happens again. Participant 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.

Corporal punishment is never an option at Unleashing Potential. Additionally, our policy prohibits interventions such as: **(CR 4.07)**.

- Grabbing, hitting or verbally aggressive tones
- Using adverse stimuli such as threat of harm or punishment
- Withholding nutrition, hydration, or anything that inflicts physical or psychological pain
- Using demeaning, shaming, or degrading language or activities
- Forced physical exercise to eliminate behaviors
- Punitive work assignments
- Punishment by peers
- Group punishment or discipline for individual behavior
- Unwarranted use of invasive procedures and activities as a disciplinary action

Alternative interventions may be required as stated in a Positive Behavioral Support plan and will be determined by the Site Manager, the student’s family, and any others on the Positive Behavioral Support Team. **(CR 4.05)**

\*Behavioral infractions are documented by staff to maintain a written account of problems and patterns.

## **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.

## **DISCHARGE**

Applications are good for one school year cycle that includes summer. A new application is required at the start of each school year. Children are automatically discharged at the end of the school year or summer program. Children may also be discharged from the program for non-attendance, expulsion or nonpayment of child care fees for a period of time or the duration of the school year. Parents will be contacted in person and receive written documentation when their child is being discharged from the program for the reasons listed above. Parents may reapply for a space in the next 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 or 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. If we must 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 requires an unauthorized person to pick up your child.

## **MEALS**

We participate in the Child and Adult Care Food Program and receive meals through the district or an external vendor who is contracted with the state to provide meals. We receive healthy and nutritious meal or snacks 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, which includes portion sizes and nutritional components that make up a healthy meal/snack for school-age children as determined by the State of Missouri.

All children will be served and encouraged to eat the meals served to them. Each child chooses for themselves how much of their meal they will consume. 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.

Safe and Clean drinking water is always available.

Beverages provided by Unleashing Potential or the food program include water, 100% fruit juice, or milk. We do not provide artificially sweetened beverages.

In the summer, we offer breakfast, lunch and an afternoon snack. The morning mealtime is from 8:00am to 9:00am. If your child will arrive later than 9:00am, 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 breakfast, lunch, and a snack.

A mealtime menu and schedule will be provided to all families as well as posted at the site. The average time allotted is usually 30 minutes for a meal and 15 minutes for a snack. However, this time is adjusted as the child needs.

In an effort to promote healthy eating and good nutrition, we ask that any outside food that is to be shared with the group, such as for a program event or celebration of any kind must be from a health inspected facility such as a store or restaurant. Beverages should be in their manufactured sealed containers. Please speak with the Site Manager for approval before bringing any outside food to the program.



## **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 the record is made 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 programs in the afternoon.
- Children with severe allergies must have required medicine, such as an epi pen, with instructions on site in the event of an allergic reaction.
- It is a Missouri State requirement that all medication be kept out of the reach of children. Children are not permitted to 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 childcare facility
- Names, doses, and method of administration of any medications, like 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
- Pink eye – 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 100° F by mouth or 99° F under the arm
- Headache and stiff neck
- Vomiting
- Sever 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, they may not return until they are symptom free and have not required any fever or 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 medicine 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 illness incurred while participating in the before and after school program. Parents are responsible for payment of all expenses related to health care treatment of the injury or illness.

## **REPORTING OF CHILD ABUSE**

We are mandated reporters of child abuse or neglect. In some cases, we are directed by the Missouri'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 (spank) 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 15 minutes after program closing time could result in the authorities being contacted to pick up your child after attempts to contact a parent or emergency contact have been made.**

## **GRIEVANCE POLICY (CR 3)**

Unleashing Potential makes every effort to resolve issues at the program level but has a formal resolution process in place should any issue escalate beyond the program level. 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, Angela Jordan at [ajordan@upstl.org](mailto:ajordan@upstl.org). A response will be provided within seven working days or sooner. If the complaint is not resolved to the satisfaction of the person or entity, they may proceed to the next step which is the Chief Program Officer.
- The person or entity shall submit the written complaint and the response from the Program Director to the Chief Program Officer ([ghampton@upstl.org](mailto:ghampton@upstl.org)) at the Unleashing Potential Administrative Office, 1000 N. Vandeventer, 2<sup>nd</sup> Floor, St. Louis, MO 63113.
- The Chief Program Officer will provide a response within seven working days or sooner.
- Any written complaint submitted should be tracked on the Unleashing Potential grievance tracker and a copy of the complaint will be submitted to the Director of Continuous Quality Improvement and the President upon receipt.
- The party or entity will receive a written acknowledgement of the complaint when their written grievance has been received.
- A document will be provided to the party or entity upon resolution.

## **CONFIDENTIALITY (CR 2)**

Unleashing Potential protects each parent's and legal guardian's fundamental right to privacy and confidentiality. All children and family records are secured in a locked file cabinet. Only authorized staff is allowed access to these files.

Informed, written consent is obtained from a parent or legal guardian prior to recording, photographing, or filming. (CR 2.03).

When necessary, children and family information will be shared with outside agencies or 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. (CR 2.01).

Copies of the signed release form authorizing the disclosure of confidential information will be given to a parent or legal guardian and placed in the child's file. (CR 2.05). A release form is included in the enrollment application. (CR 2.04).

When a request for confidential information is received, Unleashing Potential will determine if the reason to release information is valid and obtain informed, written authorization from a parent or legal guardian, as appropriate. (CR 2.02)

## **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 some school districts on certain days such as Teacher Professional Development, Parent-Teacher Conferences, Spring Break, and early dismissal schedules.

## **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 5:30am 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. PLEASE REGISTER TO RECEIVE TEXT MESSAGES FROM YOUR SCHOOL.

Unleashing Potential also utilizes a text messaging system called SIMPLETEXT. It is used to communicate school closings as well as registration and event reminders. Please opt in to receive text messages from your Site Manager.

## **OUTDOOR WEATHER PLAYTIME POLICY**

The recommended temperatures related to play time are as follows:

<b><u>Temperature Outside</u></b>	<b><u>Amount of Playtime</u></b>
100° or above	No Outside Playtime
95° to 100°	5 to 10 minutes
90° to 95°	10 to 15 minutes
32° to 90°	30 minutes
20° to 32°	10 to 15 minutes
10° to 20°	5 to 10 minutes
10° or below	No Outside Playtime

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

### **WINDCHILL:**

- 30° is chilly and generally uncomfortable
- 15° to 30° is cold
- 0° to 15° is very cold
- -20° to 0° is bitter cold
- -20° to -60° is extreme cold and frostbite is likely
- -60° is frigid and exposed skin will freeze in one minute

### **HEAT INDEX:**

- 80° or below is considered comfortable
- 90° is considered uncomfortable
- 100° is considered uncomfortable and may be hazardous
- 110° 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: (CR 1.08)**

A rate sheet will be provided for programs with fees as they are subject to change based on funding.

For programs with a fee, the following guidelines apply...

Before, after, and summer tuition is due every Friday, prior to the week of service. Payment will be accepted on Monday, prior to your child attending the program. Students will not be able to attend without payment. The payment link can be accessed through our website at [www.upstl.org](http://www.upstl.org).

Absences – your child is expected to attend the program according to the attendance pattern you have 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. Accounts are not pro-rated if the program is available, but your child is absent. The regular weekly fee will apply.

Withdrawal from the Program –To withdraw your child from the program, please contact your Site Manager and the Account Receivable Assistant 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.

Unleashing Potential accepts online payments. Please contact the Intake Coordinator at (314) 585-0061 for support with the online process.

**DSS PARTICIPANTS:**

We accept families who have a current approval letter under our DVN receiving subsidy from the Department of Social Services (DSS). 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 sign in and out using Kinder Connect, the online attendance tracker daily.

**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 Receivable/Intake Coordinator.

**\*END OF YEAR STATEMENTS ARE AVAILABLE UPON REQUEST\***



## Client Rights & Responsibilities

*Unleashing Potential defines client as the Parents whose child(ren) receives services through our childcare and youth development programs exclusive of young adults ages 18 through 24.*

*A copy of Client Rights and Responsibilities can be found on the parent board or at the parent center at your site. (CR 1.02)*

Unleashing Potential clients have the right to:

- Be informed of their rights and responsibilities and be provided with enough information to make an informed choice about using the organization and its services (CR 1)
- Fair and equitable treatment including: (CR 1.05)
  - The right to receive services in a non-discriminatory manner
  - The consistent enforcement of program rules and expectations
  - The right to receive services that are respectful of, and responsive to, cultural and linguistic differences
- Accommodations for written and oral communication needs of clients by: (CR 1.06)
  - Communicating, in writing and orally, in the languages of the major population groups served
  - Providing, or arranging for, bilingual personnel or translators or arranging for the use of communication technology, as needed
  - Providing telephone amplification, sign language services, or other communication methods for deaf or hearing-impaired persons
  - Providing, or arranging for, communication assistance for persons with special needs who have difficulty making their service needs known
  - Considering the person's literacy level
- Provide consent prior to receiving services and: (CR 1.07)
  - 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: (CR 1.08)

- The amount that will be charged
- When fees or co-payments are charged, changed, refunded, waived, or reduced
- The manner and timing of payment
- The consequences of nonpayment
- Confidentiality and privacy regarding services rendered unless a legal court order requests such information
- Be informed on how to lodge complaints or grievances
- Be safe in the agency's service environment

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

## Summer Fun

UNLEASHING POTENTIAL SUMMER PROGRAMS – The location 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 or property. **Children must always wear closed toed, rubber soled shoes. 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 try 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 lifeguards for the location. In order to swim, your child will need the following items:

- Full body swimming suit (one piece for girls, swim trunks for boys)
- A towel
- Plastic bag or 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 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 is present by 9:00am so 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 or swimming days if you arrive after the program start time at 9:00am.

**\*SUMMER TUITION AND FEES\*** - Fees vary from year to year based on funding available. The same guidelines apply as for after school.

## COVID - 19

Unleashing Potential is adhering to recommendations for out of school time programming with guidance from the districts served and the following local and federal guidelines of the Centers for Disease Control and Prevention, and St. Louis County and City Government.

### **Monitor Your Child's Health Closely**

As the community returns to regular operations, the importance of keeping children home when they are sick is crucial in protecting staff, children, and their families from further spread or an additional outbreak of COVID-19.

Parents/Guardians are asked to regularly monitor their child's health and watch for signs of illness including the following:

- Flushed cheeks
- Rapid breathing or difficulty breathing
- Shortness of breath
- Cough
- Fatigue
- If your child is experiencing or has experienced any of the above following symptoms within the last 72 hours, please keep them at home and consider seeking care from your medical provider.
- If your child becomes sick at Unleashing Potential they are required to be picked up within 1 hour and will be separated from the group in a designated isolation area where they can also be monitored by staff. For everyone's health and well-being, we are being very cautious and students may be excluded from participation based on presenting symptoms. Please do not send your child if he/she is sick. If your child has been to see a doctor and is cleared to be at the program and around other children, please provide us with a doctor's note.

Employees and children who have tested positive for COVID-19 will not be allowed to return to program without an "All Clear" notice from health care professional. Areas used by a sick person will be closed off until after cleaning and disinfecting by the district.

Those who have had close contact with a person diagnosed with COVID-19 will be advised to stay home, self-monitor for symptoms, and follow CDC guidance if symptoms develop.

## **Virtual Program Guidelines**

In an effort to continue to serve children and families in the absence of a physical experience, Unleashing Potential is able to transition to virtual programming to registered students through which our staff will facilitate.

This online platform will occur as needed, Monday through Friday, 3:30 - 6:00pm. Unleashing Potential will use software, tools and applications provided by third parties, that participants, parents, guardians will access via the internet and use for purposes of communication and programming. The primary platform will be ZOOM.

Your enrollment in the program gives consent for your child to be a part of the program utilizing ZOOM for virtual program purposes. Unleashing Potential subscribes to ZOOM and will provide a personal link and password for each program. Parents/guardians of registered students will receive an invitation to join in their email. Personal information is not collected by Unleashing Potential other than what is required to enroll your child in the program. We are committed to keeping youth safe and we will actively monitor activity on Zoom to protect personal information. In addition, an Internet Safety and Digital Citizenship training will be provided for children during the first week's session. In order to participate in virtual programming, you will need the following:

- Access to a computer with video camera and microphone
- Internet connectivity
- Parents will need to provide an email address to receive the Zoom invitation
- A current phone number

Unleashing Potential will provide all supplies related to the activities planned.

Unleashing Potential after school program may be accessed using district devices. Sessions are required to be recorded in addition to more than one UP employee in attendance for each class.

Unleashing Potential adheres to district and state statutes regarding confidentiality and privacy related to online programming.

## **Safety Precautions for Students On – Line**

Important things students should know when they are on the computer at home or at school.

- Never give out personal information such as your name, home address, school name, or telephone number in a chat room or on bulletin boards. Also, never send a picture of yourself to someone you chat with on the computer without your parent's permission.
- Never write to someone who has made you feel uncomfortable or scared.
- Do not meet someone or have them visit you without the permission of your parents
- Refrain from sharing any of your personal information (e.g., your full name, home address, phone number or other details) that could put your safety at risk.
- Do not share your passwords with anyone, except for your parent or teacher. Passwords need to be kept top secret so that no one else can access your account.
- Do not meet strangers from the internet in person. Some people online are not always who they say they are.

## **Student safety Tips**

Cyber bullying is when someone uses the internet to hurt or embarrass other people. A text, email or even a status update that is mean or cruel towards other people can be considered cyber bullying.

### Examples of Cyber Bullying

- Spreading rumors about another person online.
- Creating a fake online profile and pretending to be another person.
- Sharing an embarrassing photo of someone without their permission.

Social media is the platform in which people interact with other people using the internet.

### Staying Safe on Social Media

- If a site says you need to be older to enter, it means that it may contain material that is not suitable for you.
- Turn off location services on your computer or phone. Some hackers use this setting to track you down - and that is dangerous!

## **Parent Resources**

- Internet Safety 101  
<https://www.ftc.gov/tips-advice/business-center/privacy-ansecurity/children%27s-privacy>
- Kids Health: Internet Safety - <https://kidshealth.org/en/parents/net-safety.html>
- Online Website and Social Media Safety for All Ages  
<https://www.iwdagency.com/blogs/news/online-website-and-social-media-safety-for-all-age>

## **Student Data Privacy, Safety, and Compliance Information**

- Student Privacy 101 – U.S. Department of Education  
<https://studentprivacy.ed.gov/?src=fpc>
- Family Educational Rights and Privacy (FERPA)  
<https://www2.ed.gov/policy/gen/guid/fpc/ferpa/index.html>
- Children’s Internet Protection Act (CIPA)  
<https://www.fcc.gov/consumers/guides/childrens-internet-protection-act>
- Children’s Online Privacy Protection Act (COPPA)  
<https://www.ftc.gov/tips-advice/business-center/privacy-and-security/children%27s-privacy>

## **Parent & 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 parent's behalf conduct themselves in a responsible manner by modeling attitudes and behavior that support this environment.

Use of appropriate language and tone is always required when addressing children and staff. Individuals are to enter the building free of influence (including smell/scent) from any illegal substance which may impair their ability to have children released into their care and custody. Unacceptable and disruptive behavior (including yelling, cursing, 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 always our desire to avoid such measures and encourage everyone to model appropriate behavior for all children.

I, \_\_\_\_\_, understand and agree to follow the Parent & Authorized Person Conduct Policy.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### **Parent & Authorized Person Acknowledgement of Receipt of Parent Handbook**

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. In the event that there is any policy or provision in the handbook that I do not understand, I will seek clarification from the Site Manager.

Print Name (Print): \_\_\_\_\_

Parent Signature: \_\_\_\_\_

Date: \_\_\_\_\_