



# **LEARN**

## **Resource**

## **Center**

**PARENT HANDBOOK**  
**2023-2024**

**Parochial School Sites**

**Queen of Angels**  
**St. Louis Academy**

UPDATED JUNE 2023

## **PROGRAM MISSION**

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

## **ADDITIONAL PROGRAM INFORMATION**

### **Program Philosophy**

LEARN provides safe, enriching, and fun activities that are conducive to social interaction and learning for students in Pre-K-8<sup>th</sup> grades during the school year. In addition, LEARN offers educational activities to support school academics. Through our activities and student interactions, we strive to show children how to feel good about themselves, make healthy choices, resolve differences and contribute in healthy ways to their community.

Staff works with teachers, principals, social workers, nurses and special needs experts that work with your child. We hope it sends a message to families that we support them in their task of raising healthy, happy, responsible and capable children. LEARN supports families by including them in their child's day and offering our expertise in the care and nurturing of their children.

### **Reporting Absences**

In order to ensure that your child is at program when they are supposed to be, please use the Procure App to notify your child(ren)'s Site Director when your child(ren) will NOT be attending.

### **Holiday/Service Days**

LEARN will follow the school's attendance schedule. There will be no program held during Winter or Spring Breaks. When school is cancelled/not held, the before/after-school program will be closed.

### **Confidentiality**

The privacy of the children and parents whom we serve is important to LEARN Resource Center. All information given to LEARN Resource Center is considered private and will be held in confidence unless authorized by the parent for disclosure or a court order is issued requiring the release of stipulated information.

### **Inclusiveness Statement**

LEARN is designed to provide out-of-school opportunities for children and youth enrolled in grades Pre-K – 8<sup>th</sup>. All children must consistently demonstrate appropriate social skills, follow adult direction, show readiness for program activities and follow the program's basic safety rules. We recognize the value of a diverse participant base and will not discriminate in decisions and actions involving participation on the basis of age, race, gender, color, national origin, disability, religion, or sexual orientation. We, however, reserve the right to separate genders and/or age groups for particular program activities for educational reasons, making sure that all activities are equitably available.

### **Staff**

Program staff is the key to the development of quality programming. Staff work together to provide the best possible environment for children. All staff is required to participate in professional in-service training throughout the year and all are trained in First Aid. Staff certified in CPR is also on site.

### **No Smoking**

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

### **LEARN Website, Social Media and Program Communication**

Please check the LEARN website and social media sites regularly for updates, news and stories. LEARN is on Facebook and Twitter. You can find links to these on our website. LEARN will send a weekly newsletter with the week's scheduled activities through the Procure App.

## **GENERAL GUIDELINES**

### **Eligibility**

All participants must meet the grade requirements to be registered. All participants must be toilet trained and not require assistance from staff. Participants must be able to feed and dress themselves. Assistance will be given to younger children (or children with special needs) for tying shoes, and handling buttons, and other more difficult tasks.

Youth must be able to communicate effectively with staff so questions and problems can be adequately addressed: i.e. restroom breaks. Children must also respond to their given name, for their own safety.

### **Special Needs**

If a child does not meet the established guidelines and needs an exception or has special needs, on a case-by-case basis, LEARN will review whether it can accommodate the exception or request. Whether it can accommodate the special needs will depend on safety issues (whether there will be a direct threat to the health or safety of the child or others) and/or whether LEARN can provide its services and programs to the child and others without fundamentally altering the nature of the program without undue burden.

Parents need to discuss with LEARN exactly what is needed and what limitations the child has so that we can properly evaluate these issues. If a child's needs require significant individual attention by a staff, it may not be possible for the child to participate.

### **Staff to Child Ratios**

At all times, employees are to maintain appropriate staff to child ratios. The maximum number of children to be supervised by one (1) staff person is fifteen (15) if there are children who are five (5) years of age (or younger) in the group, and twenty (20) for groups containing only children who are six (6) years of age or older.

## **REGISTRATION AND PAYMENT INFORMATION**

### **How to Register**

LEARN Resource Center uses an online program, Procure, for registrations, payments, etc. Access to our registration link can be found on our website under the Registration tab at:

### **Registration Fee**

A per family registration fee is due at time of registration. Registration fees are **NOT** refundable.

### **Returned Checks**

There will be a \$35 charge for returned checks.

### **Past Due Payments**

Any parent/guardian owing a past due balance may not register their child in any other LEARN program until their account balance has been paid in full. LEARN reserves the right to disenroll youth participants if fees are not paid.

### **Waiting Lists**

In the event that our program fills prior to your registration, you may place your child on our waiting list. You will be contacted if a spot becomes available.

### **Absence/Credits/Refunds**

When you enroll your child(ren) in the before and/or afterschool programs, you are reserving the time, space, staff and provisions (which are purchased in advance) for your child(ren) whether they attend or not. Absences will not be deducted from your weekly fee.

LEARN will be closed on the following holidays, and regular fees are charged during the weeks in which they occur: Labor Day, Martin Luther King Jr. Day, President's Day, and Good Friday. Regular fees are also charged during weeks where there is a school in-service day schedule as well as weeks with cancellation days.

If you have paid ahead on your weekly fees and withdraw your child from the program, you may request a refund. Refund requests must be made to the Operations Manager. Processing may take between 2-3 weeks.

### **Address & Telephone Numbers**

Please inform LEARN in writing of all changes to address and phone numbers. If your emergency numbers change, it is important that we are notified immediately to ensure proper notification of parents in case of an emergency. Also, please notify LEARN if you are going out of town; this allows us to quickly contact others on your emergency contact list if necessary.

## **PROGRAM INFORMATION AND PROCEDURES**

**Procare App** – Procare is the electronic app that the organization uses for checking children in and out of program. It is also used for billing and payment of program fees, and also to send messages from staff to parents and as parents you may also use it to message staff. We ask that all parents download this app to your cellphone. Please be sure to select to get notifications.

Each designated person for pick-up is assigned a 4-digit number that is required to be used only by the person it is assigned to. Codes may not be shared. This code identifies the individual who dropped off/picked up each child. Adults picking up a child from program may choose to use the Parent Kiosk on the program site phone to check the child out or use their own smart phone to.

**Program Sign Out** – If you are picking up your child from the school, your child(ren) should be picked up no later than 6 PM. You will use the Procure App to sign your child/ren out. When signing your child out, it may take a little time for staff to know who is picking up each child. Please have your government issued picture ID ready.

Adults not listed in the Procure app by a parent as authorized to pick up a child, with or without proper identification, will not be permitted to remove a child from the LEARN program. Additional adults may be added by a parent in the Procure app or by contacting the Business Office. It will be the parent's responsibility to inform all adults who may pick-up their child(ren) of the picture identification requirement.

***Points to Remember:***

- Sign your child out every day using the Procure App or the Parent Kiosk on the Program cellphone.
- Bring a government issued picture ID to sign out your child. This ID must be a driver's license or government issued ID. Work badges will not be accepted. Your ID must be shown every time a child is released-until staff become familiar with parents. Your child will only be released to those adults to whom you have authorized in writing.

**Late Pick Up Fees** – Our afterschool program ends at 5:30 PM at Queen of Angels and 6:00 PM at St. Louis Academy. Anyone arriving after the designated time program ends per the LEARN clock will be charged a late pick-up fee. Within the first five minutes, an automatic flat \$10 late fee is charged. After five minutes, an additional \$1 per minute fee is charged.

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

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

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

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

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

**Walk/Ride Policy**

Participants in the LEARN program are not permitted to walk or ride a bike home. A parent or designated adult must pick the child up from the school.

## **PARENT PARTICIPATION**

Parents are an important part of our program. We encourage you to share your talents, hobbies, and/or profession with our program. Please contact your child's Site Director to volunteer your time and talent.

## **Program Surveys**

Surveys will be distributed during both fall and spring semesters. Parents are encouraged to give LEARN feedback on the program.

## **Visitation**

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

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

## **Parent Grievance**

If a parent has a concern about the program, the following process has been established to ensure that the concern is addressed. Concerns should be presented in the following manner:

1. The parent/legal guardian should first discuss their concern with the LEARN Site Director.
2. If after talking with the LEARN Site Director, and you, the parent/guardian does not feel that their concern was addressed satisfactorily, then the parent/legal guardian may discuss their concern with the Program Director
3. If after talking with the LEARN Program Director, and you, the parent/guardian does not feel that their concern was addressed satisfactorily, then the parent/legal guardian may discuss their concern with the Executive Director.

While care givers may wish to express their own concern, the staff will only respond to concerns in detail with the participant's parent/legal guardian.

**Separated Parents:** If parents are separated but not legally divorced, LEARN Resource Center cannot deny parent access to a child. If one parent is concerned about the safety of the child when the child is with the non-custodial parent, action should be taken through the court system.

**Without legal documentation, LEARN staff will not prevent access to the child by either parent.**

**Divorced Parent:** In cases of divorce, either parent may pick up a child unless a court order indicates limited visitation or no visitation. If parents are in the process of separation or divorce while the child is at LEARN, every attempt should be made to keep staff members updated on issues affecting a child's custody or emotional well-being. Custody agreements must be kept on file at the agency's business office.

**Guardianship:** If a legal guardian rather than a parent enrolls a child, a copy of all appropriate legal paperwork must be on file at the program site. This is especially critical if natural parents have no custodial or visitation rights.

## **WHAT CHILDREN SHOULD NOT TO BRING TO PROGRAM**

- Gum, candy, soda pop and all toys!

- All electronic devices and MP3 Players
- Any type of cards: magic, trading, Pokémon, etc.
- Pocket knives/weapons
- Expensive items
- Cell phones and pagers
- Any additional items or clothing deemed inappropriate

## **PROGRAM SCHEDULE/ROUTINE**

### **DAILY PROGRAM SCHEDULE DESCRIPTION**

**After-school** begins when school is released and is held until 6 PM (5:30 PM at Queen of Angels) Monday-Friday. Each day, program starts with a short time of recreation and taking attendance. Afterward, we hold snack time. After snack, children typically begin Homework time for approximately 20-30 minutes. During this time, children can work on their homework. Depending on the child's homework load, he/she may or may not complete it all. For children without homework or completing homework early, he/she will be provided enrichment activities or reading to choose from.

After homework time, children will participate in enrichment activities, small and large group games/activities, arts & crafts, physical activities, and/or independent time activities. From time to time, your child will participate in special activities including celebrations, guest speakers and programs.

### **OUTDOOR PLAY**

Outdoor play periods are required for the children each day as the weather permits. In inclement weather, indoor large muscle activities will be provided in the gym when space is available. The outdoor play period may be canceled or the length of time adjusted for extreme temperatures or threatening weather. Children will stay indoors if the temperature is 15-degree F or below or the wind chill factor is 0-degree F or below, or if the temperature is 95-degrees F or above or the heat index is 100-degrees F or above.

Outdoor play will not be provided when there are non-weather-related safety issues outside. When an air quality alert is issued, children will not remain outdoors for extended periods and strenuous outdoor activity will be avoided. Please see that children are dressed appropriately for active play for both indoors and outdoors. This includes appropriate shoes for active play, and hats, gloves, and boots for winter snow play.

### **HOMEWORK POLICY**

The LEARN program will provide time and opportunity for students to work on their homework after-school, but children will not necessarily have completed it before going home. It is up to the initiative of the child to work on their homework. Staff will not "police" youth's honesty related to whether they have homework or not. In addition, children may choose to work on their homework during choice time activities, but will not be "forced" to complete their homework. Only during the 15-minute snack time, do we ask that the child refrain from working on any homework in order to experience a "friendship" time of eating together with their group. (See Homework Policy for further details.)

## **MOVIES IN PROGRAM**

LEARN believes that good programming does NOT include TV shows and movies. Documentary/educational videos may be used with advance approval of the Executive Director. Computer "screen time" will also be limited, unless it supports educational enrichment.

## **SNACKS**

For Queen of Angels: LEARN participates in the Child and Adult Food Care Program through the Indiana Department of Education. This program provides reimbursement to off-set the cost of providing participants with a daily snack during the afterschool program. Snacks contain food from two food groups and quantities appropriate by age group.

If your child has food allergies, you will be required to complete a Plan of Care for allergies. In most cases we are able to provide food substitutes.

## **CELL PHONE**

Participants will not be allowed to be on their person cell phone during program time. Cell phones are a great distraction. Participants seen with their cell phone out will be provided one (1) warning to put it away in their backpack. Staff will not remind participants a second time if they get back on their phone, but will have the child place their phone in the "cellphone jail" basket. They will be given back their phone when they leave program.

## **SAFETY AND INSURANCE**

LEARN Resource Center takes every precaution to ensure a safe and fun experience for all kids. If an accident should occur while your child is in the LEARN program, please note that LEARN Resource Center does not furnish accident insurance. All medical bills are the responsibility of the child's parent or guardian.

## **DISCIPLINE POLICY**

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

The basic behavior expectations for all LEARN participants are:

- Respect the staff and each other
- Respect the rights and property of others
- Learn to accept the consequences of their own actions
- Share with children in the program
- Use appropriate language
- Respect the rules and guidelines of LEARN and the school
- Report promptly to the LEARN program after school
- Remain with LEARN at all times unless prior arrangements have been made with LEARN
- Return materials and equipment to the appropriate place

## **Incident Report**

In cases of serious or recurring misbehavior, an incident report will be written. Examples may include but are not limited to causing a physical injury, taunting, name-calling, encouraging others to exclude a child from a group, threatening physical harm, and damaging property.

Should a child's inappropriate activity or behavior result in damage to any LEARN or school



owned or leased property, LEARN or the school's principal reserves the right to assess the parent or legal guardian for any and all amounts necessary to repair or replace the damaged items or property.

An incident report is intended to inform parents or legal guardians about inappropriate behavior. Staff will discuss the incident with parents or legal guardians, who are asked to sign the report, review it with the child, and discuss better ways to deal with the situation. A copy of the incident report will be given to the parents and a copy will be sent to the LEARN Business office.

Please remember that it is not acceptable for a parent or legal guardian to engage in an argument with or threaten LEARN staff and/or children. Examples of such behavior include but are not limited to loud voices, foul language, threatening physical harm, or inflicting physical harm. This type of behavior may result in disenrollment from the program.

### **Bullying Policy**

Bullying is when one or more people exclude, tease, taunt, gossip, hit, kick, or put down another person with the intent to hurt another. Bullying happens when a person or group of people want to have power over another and use their power to get their way, at the expense of someone else. Bullying can also happen through cyberspace: through the use of e-mails, text messaging, instant messaging, and other less direct methods. This type of bullying can also lead to persons being hurt during or between programs and be especially hurtful when persons are targeted with meanness and exclusion.

At LEARN bullying is inexcusable, and we have a firm policy against all types of bullying. Persons who are bullied may not have the potential to get the most out of their program experience. Our leadership addresses all incidents of bullying seriously and trains staff to promote communication with other staff members and our participants so both staff and youth will be comfortable alerting us to any problems during their program experience.

### **Consequences for Unacceptable Behaviors**

If your child needs to be disciplined acceptable measures may include:

- Stern verbal warnings
- Loss of program privileges/activities/time-out from activity
- Removal from activity and placed with staff away from group
- Meeting with staff/other children involved.
- Parental notification and/or conference.
- Removal from the program for the remainder of the day.
- Suspension from the program for 1-5 days.
- Referral to police, juvenile authorities or community agency.
- Disenrollment from the program.

Forbidden discipline actions include: Physical punishment, striking a child, roughly handling or shaking a child, restricting movement through binding or tying, forcing a child to assume an uncomfortable position, or exercise as punishment; enclosure in a small confined space; punishment by another child; separation from the group so that the child is away from the hearing and vision of a staff member; withholding or forcing of food or rest; verbal remarks which are demeaning to the child; punishment for toileting accidents; and punishment by applying unpleasant or harmful substances.

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

**LEARN reserves the right to remove a child from our program for any of the following reasons:**

- Failure of parent/guardian to pay weekly fees as outlined in the handbook.
- The child's needs are not being met in our program setting.
- The child is a safety threat to himself/herself, other children, LEARN staff, members, or volunteers. This includes behavior such as fighting, striking others, biting and wandering away from the program.
- The child's behavior is disruptive during program.
- The child demonstrates frequent disrespect to staff and/or others.
- Using profanity, vulgarity, or obscenity frequently.
- Acting in a lewd manner.
- Possession of and/or using tobacco, alcohol, illegal drugs, firecrackers, firearms, or explosives.
- Inappropriate touching of self or others.
- Any additional behavior deemed by LEARN which disrupts the day-to-day operations of the program.

## **ACCIDENTS/EMERGENCIES/SAFETY OF CHILDREN**

### **FIRST AID and CPR**

All LEARN staff is trained in First Aid. Staff certified in CPR is also on site. 1<sup>st</sup> Aid supplies are kept at each program site and taken in a backpack on every field trip.

### **Accident Reports**

For minor accidents, staff will fill out an Accident Report. If a child is upset, or if the accident will leave marks, staff will contact parents to inform them of what happened and answer any questions. The original copy of the accident report will be placed in the child's Parent File or given directly to the child's parent the same day as the accident. The agency will keep a duplicate copy of the report to be kept on file.

### **Medical Emergency**

For serious accidents which might need medical attention:

4. Staff are to call 911. Begin first aid/CPR if necessary.
5. Staff will contact the child's parent immediately and advise them of the situation.
6. When the paramedics arrive, they will advise staff whether or not the child needs to be transported to a hospital immediately. If the child needs to be transported, a staff person will accompany the child along with the child's completed emergency card and registration form with them.
7. Staff will fill out an Accident Report and follow same procedures as listed under 1<sup>st</sup> Aid.
8. Staff will follow up with a call to the family to see how the child is doing.

**Under no circumstances will an injured child be transported by a staff member.**

## **Medication**

We prefer not to give any medication to children. Under very limited circumstances, we will administer medication prescribed by a physician or medication authorized by a physician. Parents must also provide the LEARN site with both a parent and physician signed permission form **before** staff administers any medication. The physician and parent medical permission forms, as well as, the pharmacy label directions must be the same and include all times medication is to be given. Please do not send medication with your child. Parents should give medications directly to the LEARN Site Director or the designated staff in charge.

## **Management of Communicable Disease**

If a child has any of the following signs or symptoms of illness, he/she shall be immediately isolated for:

- Severe Coughing
- Chronic runny nose with colored discharge
- Difficult or rapid breathing
- Yellowish skin or eyes
- Has had a fever 100 or more within the past 24-hours
- Untreated infected skin patches
- Sore throat or difficulty swallowing
- Vomiting and or diarrhea
- Evidence of lice, scabies or other parasitic infestation
- Pink or runny eyes/conjunctivitis
- Severe stomach or head pain

The child will be isolated from the group and will be supervised by an adult, and a parent will be called immediately and asked to promptly (within 1 hour) pick up their child. If the child has a highly communicable disease, a return note from the physician may be requested. Upon departure from the program, parents/guardians will be notified verbally or by a written statement that a child is exhibiting signs or symptoms of illness or has been exposed to a communicable disease.

## **Emergency/Weather Closings**

LEARN will cancel its programming whenever the principal has cancelled all after-school activities due to weather. If the weather is becoming increasingly unsafe for travel during the school day, and the school principal has not cancelled after-school activities, the Executive Director shall also reserve right to cancel the program prior to the end of the school day (no later than 1 PM). Safety of participants and staff is given the utmost consideration. Please make arrangements to have an alternate plan in place in the event this should occur.

## **Drills and Other Emergencies**

Periodic fire and tornado drills will be conducted for all children and staff. The written plan at each school explaining the action to be taken in case of fire, severe weather alerts, or general emergencies will be followed. In the event of an environmental threat or threat of violence, children will be secured in a safe area, the proper authorities will be contacted, and their directions will be followed. Parents will be informed as soon as the situation allows.

In the event of an emergency evacuation due to fire, weather conditions, utility emergencies, etc., parents will be contacted as soon as possible. If a parent cannot be reached, the emergency contacts listed on the registration form will be called.

**Mandated Reporting**

All LEARN staff are considered mandated reports of child abuse by the State of Indiana, and have been trained in Child Abuse & Neglect. Please understand that we are mandated to report all reasonable suspicion of child abuse to Child Protective Services.