



Super Kid Academy

PARENT INFORMATION ON PROGRAM POLICIES

SIGN-IN

All children must be signed in by parent/caregiver. Full responsibility of the child will be passed onto the staff after the parent has left the building.

The doors will be unlocked at 9:30am/12:30pm. The doors will generally be locked at 9:40am/12:40 pm. There will be times when it may become necessary for the doors to be unlocked outside these parameters (church business, special activities, etc.) Program staff will always be with the children.

Notes concerning parent information and notices will be posted next to the sign-in sheet.

SIGN-OUT

All children are to be signed out by parent/caregiver. The children will be dismissed all at once except upon request from parent/caregiver.

The doors will be unlocked at 11:20am/2:20pm.

Children will only be released to the parent/caregiver unless prior notice is given.

We must have the name and phone number in writing of the person picking up your child in case that person is late or does not show up.

No child will be released to another parent/caregiver unless that child's parent/caregiver has given prior notice.

LATENESS

All children are to be picked up and dropped off at the assigned times. The staff will be sympathetic and understanding in cases of emergencies and unforeseen problems, however, repeated lateness will become a major issue. The parents/caregiver will be called if a child is still present ten minutes (without notification of lateness) after class is over. If the parent/caregiver cannot be reached the staff will call the emergency contact. There will be a verbal warning after the first lateness. There will be a \$15.00 late fee for every fifteen minutes late thereafter. After thirty minutes the Mt. Olive Police Department will be notified. After the second offence you will be referred to the Recreation Department.

EMERGENCY CONTACTS

Updated emergency contact, home and cell phone numbers are imperative for the staff to have on hand. Parents/caregivers will be notified first in cases of emergencies such as, but not limited to: illness, accidents, emergency closings or delayed openings.



ABSENCES/ILLNESSES

Parents/caregivers are responsible for informing the staff of any allergies a child has. Parents/caregivers will bring snack on the assigned day. Most snacks are pre-packaged with the ingredients listed, however, there are times when homemade snacks are brought in. Any child with a known allergy will not be given a snack when the ingredients are not known, however, other suitable snacks will be offered to the child.

Parents/caregivers can notify the staff prior to the beginning of class as to a child's absence by calling a staff member.

Parent/caregivers should notify the program instructors of any exposure to contagious diseases, likewise program instructors will notify families if their child has been exposed to a contagious disease.

It is to be assumed that parents/caregivers will use common sense as to when to keep a child home. Children should be kept at home if displaying, but not limited to, any of the following symptoms:

- fever
- diarrhea
- vomiting
- severe pain or discomfort
- unexplained skin rash

It is the responsibility of the parent to pay for any classes that are held even if your child cannot attend due to illness or any other reason for absence.

VISITATIONS

All parents are welcomed and encouraged to visit the class at any time. Parents, caregivers and family members are welcomed to participate in activities or offer special services/talents with the class. Please inform the program instructors of any talents/special services or other ways that you would like to contribute to the program. Lesson plans are prepared weekly. We need to plan your participation (to maximize the benefit to the class) and to notify parents/caregivers of your planned attendance. If you are unable to attend the day that was planned, call one of the instructors as soon as you know or at least 30 minutes before class time.

Parents will be notified ahead of time of any planned guests or visitors.

There will be times when unplanned visitors or guests will arrive without prior notice to parents. The staff will take every effort to notify the parents at drop- off or pick- up times as to who the guest is and the reason for the visit.

No photographs or video taping will be conducted without the prior consent of the parent/caregiver.



GRIEVANCE POLICY

Every effort will be made to meet the needs and concerns of the children and the parents/caregivers. At times a conflict may arise between parent/caregiver and staff/administration (Recreation Department). The following process is to be followed in case of a conflict:

1. A respectful discussion is held between the persons directly involved. This discussion should be held at a time and place that ensures privacy and sufficient time. This discussion should NOT take place in front of children or other parents/caregivers. Program instructors will record that a meeting was held with a parent (specified) on that date (specified) to discuss a concern (specified). The result of the meeting will also be noted (resolved, actions to be taken by whom, time frame, etc. as needed). If the conflict cannot be resolved a meeting will be scheduled with the persons involved and the Recreation Department.
2. At the second meeting a plan to resolve the problem is devised, written and signed by those involved and distributed to those present. A follow-up meeting is scheduled with sufficient time given to implement the plan agreed upon.
3. The success of the plan is discussed at the third meeting. If the conflict is resolved, the plan is continued. If the problem is not resolved and it is determined by the Recreation Department that it is impossible to resolve the problem, the Recreation Department can withdraw the programs' services to the parent.

TERMINATION POLICY

The following are some examples, but not limited to, reasons to terminate program services:

- any person involved in displays of inappropriate behavior such as: shouting, accusing, name calling, profanity or physical assault
- any person involved that refuses to follow the prescribed process: following the agreed upon plan, not attending the scheduled meetings, or communicating or responding disrespectfully to other persons involved
- any person involved that jeopardizes the process by spreading information concerning the conflict to those outside the immediate conflict or those involved in the resolution process
- any person who hampers/impedes the instructors' ability to conduct the program
- any person whose behavior negatively affects the children, parents, instructors, or the church/program location or activity



PAYMENT POLICY

- monthly tuition payments are due on the 22nd day of the previous month (October's tuition is due 9/22; November's tuition is due 10/22, etc.)
- payments received **after** the 22nd will incur a \$20 late payment fee, that is due prior to the end of the month.
- the Recreation Dept. will send the head teacher a monthly roster of students who are current with their tuition payment on the 24th day of the month (or nearest business day)
- students will not be allowed to attend class without full payment (including late fee) of the monthly tuition. Once full payment is made, please bring your receipt to class to show proof of payment.
- payments can be made:
 - o On-line from the Recreation Dept. web site (credit cards accepted)
 - o At the counter in the Recreation Dept, using the on-line computer (Recreation is "going Green" handling all their registrations on-line as of July 1, 2009.) or by dropping off the check – please indicate "Super Kid" in the memo line of the check.
 - o Checks may be placed in an envelope marked "Recreation" and placed in the payment box in the Municipal Building parking lot, after office hours or weekends. The payment box is next to the first light pole in the center row of spaces in parking lot, across from the Senior Center. It is labeled "tax payments" so make sure your envelope says Recreation!

REFUND POLICY

- the initial registration fee is non-refundable
- There will be a \$10 Administrative fee charged for all refunds.
- **monthly tuition:** if the child is withdrawn from the program prior to the first class of that tuition period, a refund will be issued. However, refunds **will not** be pro-rated for withdrawing after the first class of the month.
- there are no refunds for classes missed due to weather, church maintenance issues, illness, vacations, family leave, participation interruption/suspension or termination



Receipt for Super Kid Academy Parent Information on Program Policies

I acknowledge that I have received and read a copy of the Mt. Olive Recreation program Super Kid Academy Parent Information on Program Policies document and will abide by the program's policies. I also understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time.

Please sign and date this receipt and return it to the Recreation Department, either by way of the Super Kid Academy staff or in person at the Mt Olive Recreation Dept., 204 Flanders-Drakestown Road, Budd Lake, NJ 07828.

Child's Name(s) _____

Parent's Name _____

Parent's signature _____

Date: _____