



# **PARENT HANDBOOK**

## **Project One Love, Inc. Mission Statement:**

**The mission of the Project One Love Programs is to provide quality care to children and youth which promotes achievement, academically, behaviorally, and socially by providing a safe hands-on learning environment, and build connections between school, family and community.**

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## **GENERAL PROGRAM DETAILS**

### **COMMITMENT TO PARENTS**

**Parents should expect that:**

1. Your children are cared for in a safe, supportive, respectful and healthy environment.
2. You may speak freely with staff or the Director about concerns related to your child(ren) or the program.
3. Behavior management will be fair, equal, and respectful of all children.
4. A variety of educational and recreational experiences will be available daily.
5. Communication between staff, parents, and the Executive Director will be open and accessible.

### **SPECIAL THINGS ABOUT OUR PROGRAM**

Our program has a staff to child ratio of 1 adult for every 15 children. We strive to maintain a ratio of 1:12. The state recommends 1:15 for kindergarten students and 1:20 for grades 1-6.

The fees cover all costs. There are seldom extra charges.

Your child(ren) will not view television while in the program. Parents will receive notice regarding videos or movies scheduled for children to watch.

Our staff supports and works with the children during the quiet time for “Power Hour.” (Homework)

Our program is more than daycare. It is a social and educational enrichment program. In addition to active play and recreational opportunities, your child(ren) will also participate in school enrichment activities, tutoring and special activities.

### **EXPECTATIONS OF THE PARENTS**

**All Project One Love Programs expect the following from parents:**

1. Keep all enrollment information up to date; especially home, work, cell and other emergency telephone numbers and address changes.

2. Be receptive to communication from staff about child, and work with staff to an agreeable solution to problems.
3. **Pay fees on time.**
4. Notify program supervisors of any issue that may cause behavior changes in the child in our care.

### **PARENT VISITATION/OBSERVATION**

We value your interest in our program and want you to feel involved in your child's experience, however, due to our State of Indiana regulations, only staff members are allowed to remain in the program with the children. All staff undergo extensive training including drug testing, TB testing, criminal background screening, fingerprint documentation, and first aid/CPR certifications. For the safety of all enrolled students, other adults may ONLY be present at program locations during program times for the purpose of pick-up/drop-off. Students must be registered and signed in to be present at before or after school program locations during program times. We appreciate your understanding with this policy.

### **STAFF CERTIFICATIONS**

Each staff member is subject to an extensive background check through the Indiana State Police to ensure your child will have a safe and quality environment. Our staff must have a high school or GED equivalent diploma and experience working with children. All staff must meet health, safety, and program regulations by showing evidence of:

- Annual TB test
- Current First Aid Certificate
- Criminal Background Check
- Fingerprint document
- Annual CPR Certificate
- Universal Precautions

### **TELEPHONE DIRECTORY**

Executive Director/Office Phone: 317-513-5106

Please call to schedule an appointment.

Office email: [communityfamily@project1love.org](mailto:communityfamily@project1love.org)

**Please note:** Project One Love, Inc. often update our communication system to better serve you. Changes may occur with the telephone numbers. In the event of a change, we will provide contact information to you as soon as possible.

## **PROGRAM HOURS**

**Before or After School** – The Before & After School programs are open from 6:30am until the school day begins and re-opens at school dismissal until 6:00pm.

## **EARLY DISMISSAL & DAY EXTENSIONS**

We do provide care during early dismissals which are unrelated to weather. All students must be enrolled prior to attending the program. Program fees will be pro-rated to account for the extra time. **In order to attend, a parent must give prior notice of their child's attendance for the day.**

**When school is cancelled, Project One Love will NOT be open. If space is available within the daycare location, parents may use this service.**

## **BAD WEATHER/SNOW DAYS**

When the beginning of the school day is delayed (i.e. a two-hour snow delay), the Before School programs may open two hours later at 8:30a.m. If the weather worsens during the school day and necessitates early dismissal, the after school program will close. Should the weather worsen during program hours, parents will be called for early pick up. Parents should have an alternate plan for their child(ren) when school is closed due to weather. If parents cannot be reached, designated individuals listed on the enrollment forms will be contacted to pick up the child at school. Our programs will be closed when schools are closed due to inclement weather. **Listen to local radio stations for announcements.**

**During severe weather Project One Love will NOT be open.**

## **BREAKFAST AND SNACKS**

**BREAKFAST:** A nutritious breakfast snack provided by Project One Love, Inc. personnel will be available. Parents who wish to participate in the breakfast program should contact Project One Love for more information. Special menus and payment arrangements for all fees should be made with the Project One Love office.

**SNACK:** We strive to serve nutritious snacks in our program. Snacks are available to all children enrolled and are intended to give your child energy and not to be a full meal. Cost of snack is included in the program fees.

Any time a family wishes to provide a special treat in the program, program staff should be notified in advance. We can supply you with an approximate head count and discuss any allergy issues. Due to the increase of peanut allergies, we insist that **NOTHING** with **peanuts** or its by-products enter our programs.

### **PERSONAL BELONGINGS**

**Clothing:** Children should dress appropriately for indoor and outdoor play. Please label all belongings and frequently check the lost and found area. We encourage closed toe shoes.

**Toys:** We discourage children from bringing toys and/or personal items from home. Personal items of great importance or value should **not** be brought to the program. Project One Love personnel, volunteers or staff will not be responsible for any lost, stolen, or damaged items.

**Other:** Cell phones and iPods are not allowed in any of the school age programs. The Project One Love personnel, volunteers or staff will not be responsible for the risk of it being misused, stolen, or broken. Project One Love, Inc. has telephones available for use in case of emergency.

### **OUTDOOR ACTIVITIES**

Children should be prepared to go outdoors every day. Staff will assess the weather conditions and will determine whether or not the children will go out as planned. If a child has any allergic reactions to trees, grass, pollen, etc, that

prevents them from being outside, staff must be notified in advance of the season and in writing.

### **HOMEWORK AND “POWER (HALF)-HOUR”**

Tutoring by program staff is available, free of charge to enrolled children. In addition to program staff, there may be volunteers from the community as well as local colleges and universities.

Mandatory homework time is scheduled throughout the week. Every child is expected to be quiet, do homework or bring a book to read. Kindergarten children will participate in skill building games during this time. Children are able to do homework for as long as they wish.

Our intent is to help the children but not take the place of the dialogue between you and your child’s teacher. You are encouraged to review your child’s homework each day.

## **REGISTRATION PROCEDURES**

### **ADMISSION**

The Project One Love, Inc. serves a variety of children throughout the Indianapolis communities. Program enrollment is satisfied when the enrollment forms and payment is received and processed. **Parents must submit a withdrawal request by telephone or email or your child’s account will be billed for the current week.**

Due to liability and staffing, children attending the Project One Love, Inc. programs may not bring unenrolled friends or guests to the program.

**The Project One Love, Inc. programs does not discriminate on the basis of sex, race, creed, disability, or national origin in its enrollment policies.**

### **INCLUSION IN PROJECT ONE LOVE PROGRAMS**

The program considers the applications of children with special needs on a case-by-case basis. Children must meet the entrance age requirement.

Communication between the parent and the program staff will allow the child better opportunities for involvement.

Children with special needs are often provided with small group care or a full time assistant during the educational portion of their day. Once the school day has ended the access to the small group and support of the assistant does not follow the child into the Project One Love Program. Parents are encouraged to speak with the Director prior to the child's start in the program to assess the best methods to provide success for their child. Reasonable accommodations will be attempted to meet the needs of each child.

### **CHANGE IN SCHEDULE OR WITHDRAWAL**

A schedule change is defined as changing the number of days/weeks/months of participation in the program. The following steps must be taken when requesting a change.

**WITHDRAWAL:** Contact the Project One Love office in person or email, one week prior to the date of withdrawal. Please call for immediate withdrawal.

**SCHEDULE CHANGE:** Contact Project One Love staff in writing, person, or by telephone one week prior to the date of the change. (A written request will help prevent errors in billing.)

**Verbally informing the program staff is not enough. The Executive Director must also be notified in order to stop or correct your paperwork for billing. The office telephone number is 317-513-5106.**

### **REFUND POLICY**

Refunds for the program will be granted for prepaid fees under the following conditions only:

**The program has not yet started for registered programs and fees are paid for the month and the child does not attend. Withdrawals or change in program**



**schedule before child starts, except when the child withdraws from the program. Please allow 6-8 weeks for a refund.**

*The Executive Director has the authority to approve or deny any refund request. The Executive Director's discretion is used in circumstances not covered in this policy.*

### **SIGN IN/SIGN OUT PROCEDURES**

BEFORE SCHOOL/AFTER SCHOOL PROGRAM children **must be signed in and must be signed out** on daily attendance sheets by parent or guardian in order to be admitted/released in the program.\*

\*If parent fails to sign in/out, the program staff is given the right to enter the time and their initials. Signing in/out is required for participation statistics and for safety reasons. We cannot make exceptions to this rule. It is the parent's responsibility to check their child's attendance sheet.

**CCDF** children are required to have their **parent or guardian** slide their participation card each time they enter or leave a program in addition to signing in and out. We are happy to assist you, but are not allowed to keep your card, copy a card number or its pin, or slide it for you.

In the interest of safety, the program will not accept legal responsibility for a child unless a parent or authorized person signs the child in and out and makes contact with a staff person.

### **RELEASE OF CHILDREN**

For the protection of the children in our care, children will only be released to parents and adults whose names are designated on the enrollment form. If a child is to be released to anyone other than the person(s) listed; a note authorizing pick-up must be given to the staff prior to pick-up time.

For security purposes you should always give written approval for someone else to pick up your child. Please prepare that person to show proof of identification upon request. In an emergency you may email the Executive Director, Emma Starks at [communityfamily@project1love.org](mailto:communityfamily@project1love.org) or call 317-513-5106.

Legally, we cannot prevent a parent from picking up his/her child from our program without having a copy of a restraining order from the Court. If there is a restraining order, a copy must be on file with our office.

### **PARENTS UNDER THE INFLUENCE**

Staff will make every effort to protect a child from getting into a vehicle with an adult who seems to be impaired in any way. If necessary the police will be notified.

### **CHILD ABUSE AND NEGLECT**

Indiana State law requires staff to report any suspected cases of child abuse and neglect to the proper authorities.

### **LATE PICK-UP FEES AND PROCEDURE**

A late charge of **\$1.00 per minute/per child** will be assessed for any child remaining beyond scheduled pick up. **(BY THE PROGRAM CLOCK)** Three late pick-ups will result in termination from the program. To help us alleviate your child's concerns, please call if you are running late. **(You will still be charged a late fee.)** Staff will remain with children until they are picked up. If a child is not picked up within 30 minutes and there has been no notification and emergency contacts are unsuccessful, the following steps will be implemented:

- Staff will continue attempts to contact parents/guardians.
- Staff will call all emergency numbers listed on the enrollment form.
- If staff is unable to complete either of the above steps, the Director will contact the Marion County Division of Child Protective Services/IMPD and steps will be taken towards placing that child into protective custody.

## **BEHAVIOR MANAGEMENT**

### **BEHAVIOR MANAGEMENT GOAL**

The goal of Project One Love, Inc. is to establish and maintain a behavior management system that will reinforce positive behavior. Physical contact in disciplining a child is avoided unless it is necessary to restrain a child from harming him/herself or another adult or child. The following methods will be used to accomplish these goals:

- Staff will act as positive role models.
- The needs of the group and of each individual child will be taken into consideration.
- Rules will be appropriate for each child's age and development.
- Rules will be consistently implemented.
- Rationale for rules will be explained and related to the child's wellbeing, and to the rights and safety of others.
- Consequences will be logical, such as redirecting children to other activities or limiting choices.

### **BEHAVIOR MANAGEMENT POLICY**

A child whose behavior creates a safety issue, at risk of harming themselves, others, or personal property will not be accommodated. If a child is exhibiting behavior problems in a program the following steps will be implemented:

- The problem will be discussed with the child.
- The use of time out will be implemented.
- The parent(s) will be notified of the problem.
- A discipline slip will be sent home to be signed by the parent(s).
- The parent(s) will be called in for a behavior conference. A behavior contract may be implemented.
- The child may be suspended from program. **(No Refunds)**
- The parent(s) will be asked to withdraw the child. **(No Refunds)**

### **BEHAVIOR MANAGEMENT AND DISMISSAL**

It is our goal to create a successful environment for all children. We will make every effort to problem solve and help children succeed in a group care setting. However, on occasion, alternate care may be necessary for a particular child. If a child is unable to function successfully in our program, an alternate care situation may be recommended. We reserve the right to dismiss any child when staff determines that the program cannot meet his/her needs.

**BEHAVIORS THAT CONSTITUTE A REASON FOR SUSPENSION FROM THE PROGRAM:**

- **Physical assaults on staff members or on other children.**
- Parent(s) will be called when a fight occurs. Child(ren) will be sent home and suspended for the next day.
- Possession of weapons or other dangerous articles.
- Possession of a controlled substance.
- Leaving program and/or school grounds without a parent or the permission of staff.
- Theft.
- Continued use of foul, disrespectful, or abusive language.
- Disregard for authority.
- Need for physical restraint.
- On-gong bullying.

**BULLYING**

Project One Love Programs views bullying and teasing as a serious issue. All staff and students must be aware that bullying behavior will not be tolerated in our programs. We will make every effort to see that the victim and the bully will be dealt with appropriately.

**EMERGENCY/ILLNESS PROCEDURES**

## INSURANCE

Medical insurance coverage for participating children is the responsibility of the parent(s). We try our very best to prevent accidents, but they do occur.

## MEDICAL EMERGENCY OR ILLNESS

A child should not attend our program with any of the following symptoms:

- Fever or Undiagnosed Rash
- Vomiting
- Inflamed or Watery Eyes
- Diarrhea, Severe Cold or Sore Throat

If your child has a fever of 100 degrees or more, or has vomited or had diarrhea, the child should stay home for 24 hours after the symptoms are gone.

If a child becomes ill while in the program, when possible, the child will be isolated until the parent(s) or emergency person can be contacted to take the child home. In the event of a contagious illness among the children, a notification will be sent home.

If a child has a minor injury, a staff person will inform the parent(s) upon arrival at the program.

**If a SERIOUS ACCIDENT occurs, a staff person will contact the parent(s) immediately so that the child may receive necessary medical treatment.**

**If an EMERGENCY occurs, and immediate attention is needed, the staff will call 911, then immediately contact the parent(s). It is up to the paramedics to decide on the appropriate action. If the child needs emergency treatment, the paramedics will transport the child to the nearest facility. It is the responsibility of parent(s) to keep all emergency information current.**

## MEDICATION

Project One Love staff can administer medication under the following conditions:

- **Prescriptions and over-the-counter medicines must be in the original container.**
- **A medication Authorization release form, available from the site supervisor, must be signed**
- **If medication is to be kept at the location, no more than a one month supply should be sent at any one time.**

This refers to epi-pens, asthma treatments, and diabetes equipment. All other medications will need to go directly to the school health office to be distributed.

Medication must be delivered by the parent or guardian to the Project One Love office or the school health office.

## **INCONTINENCE**

If your child needs assistance using the bathroom, site staff should be notified. Extra clothes, plastic bags, and wipes may be kept in the program for these emergencies. Privacy and dignity will be maintained for the sake of the child.

## **PAYMENTS AND FEES**

**FAMILY ACCOUNTS - FULL-TIME/PART-TIME CARE PAYMENTS ARE DUE BY THE TIME YOUR CHILD IS ENROLLED AND PRIOR TO ATTENDING THE PROGRAM and are paid to reserve an entire month, week, or day of child care.**

- **A \$5.00 SERVICE LATE FEE will be charged for any account not received by the scheduled due date.**
- **Fees will not be refunded on those days when school is not in session due to weather closing. They will be applied to make-up days. (A credit on your account will appear)**
- **Payments can be made by ACH or direct deposit.**
- **Payments are also accepted at the school site by deposit boxes found on the office doors, or you can send to the daycare address (541 E. 38<sup>th</sup>. St., Indianapolis, IN 46205) to ensure payment is submitted.**

- **A payment plan must be in place and current in order to continue services. Failure to pay fees and delinquent accounts are grounds for termination from the program.**
- **All delinquent accounts are turned over to Statewide Credit Agency.**
- **Past due accounts must be caught up to enroll in any future Project One Love Programs.**
- **Parents are expected to pay their program fees whether or not their child is in attendance.**

### **FINANCIAL ASSISTANCE**

There may be financial assistance available in the future for qualified families. Please contact the office for more information.



## **WHAT DO I DO IF.....?**

**Q. I am going to be late picking my child up?**

A. Call the Project One Love office immediately.

**Q. If my child is sick; do I need to call you in addition to the site?**

A. No, but please call and leave a message on our voicemail if possible.

**Q. My child is having adjustment problems.**

A. Speak to the staff or Executive Director.

**Q. The staff is not reporting to work on time and I am late for work.**

A. (Note - We strive to avoid this ever happening). Please notify the Executive Director.

**Q. My child is so hungry after school.**

A. We provide a small meal but you may pack an extra snack for them.

**Q. If there is a severe storm, what happens?**

A. If we are in an emergency situation, you may contact the Project One Love office for details or look for signs at your child's school.

**Q. I want to change my child's enrollment status.**

A. Send a written notice (signed & dated) or email to the Executive Director. Any change will take place on the first day of the following month. Note - Verbally informing the program staff is not enough.

**Q. We have a friend spending the night; can he/she attend after school?**



A. Unfortunately, no. They must be enrolled.

**Q. I need a babysitter.**

A. Many of the staff will look for outside work. Ask them if they are interested, however, neither the school nor Project One Love are responsible for this arrangement.

**Q. I do not know how to pay my bill.**

A. Call the Project One Love office and we will be happy to walk you through the process.

**Please understand that the Project One Love Parent Handbook may not cover every issue that arises and as a result creates the need for open communication between you and the program staff. Please do not hesitate to communicate any concerns you may have.**

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