

## BEFORE & AFTER THE BELL

### *Parent Manual Program Policies and Procedures*



### Welcome!

Welcome to The Community House's Before & After the Bell Program! We are happy that you have chosen us for your childcare needs. We are enthusiastic in our desire to provide the children with support as they work to achieve their best self. Our program is designed to nurture, encourage, and inform social, emotional, and intellectual growth and good health.

We look forward to providing a safe and enjoyable program for all our participants. Please reach out with any questions or concerns.

Sincerely,

Karen Kaspar, Recreation Supervisor [kkaspar@thecommunityhouse.org](mailto:kkaspar@thecommunityhouse.org)

630-323-7500 ext. 248

## Office Hours

### **The Community House Main Office**

415 W. 8th St

Hinsdale, IL 60521

**Phone:** 630-323-7500 ext. 0

**Hours:** Monday - Friday 8:00 am-8:00 pm

\*Weekend hours vary.

Note: Front Desk staff have ability to contact  
Before & After the Bell staff if an emergency arises

## Administrative Staff

Karen Kaspar, Recreation Supervisor

Phone: 630-323-7500\*248

Email: [kkaspar@thecommunityhouse.org](mailto:kkaspar@thecommunityhouse.org)

Kelci Bednar- Program Director

Phone: 630-323-7500\*247

Email: [kbednar@thecommunityhouse.org](mailto:kbednar@thecommunityhouse.org)

## Program Details

### **Registration:**

Open to District 181 K-5th grade students.

### **Program Dates:**

August 20th, 2024 – May 29<sup>th</sup>, 2025

\*Ask about school's out days and break camps

## Locations

Before the Bell	After the Bell
7:00-8:30AM	3:05-6:00PM
<b>Elm-</b> MPR <b>Lane</b> -MPR <b>Prospect</b> - MPR <b>TCH</b> – Madison, Oak, Monroe <b>Walker</b> -TCH	<b>Elm-</b> MPR <b>Lane</b> -MPR <b>Monroe</b> – Music <b>Oak</b> - MPR <b>Prospect</b> - MPR <b>TCH</b> – TCR <b>Walker</b> - MPR

## Site Contact Information

### Cell Phone

For communication purposes, each site has a cell phone.

Phones should be used to inform staff of an absence, late pick-up, or family emergency. The site phone will only operate during program hours, any other time you may leave a voicemail.

### Purpose

The goal of The Community House's Before & After the Bell Program is to provide a safe, enjoyable, and positive experience for elementary age children. The Before & After the Bell Program is staffed by personnel who strive to develop a warm and constructive relationship with the children. The Before & After the Bell Program provides a creative and stimulating environment in which children can always grow and thrive at their own rate of learning and we try to meet individual needs and concerns.

We will provide each child:

- Time and space to complete their homework.
- Time and space to run, play, exercise, and grow.
- The opportunity to express their individuality while being a member of a group.
- The opportunity to build confidence, self-esteem, and acceptance within a group.
- An opportunity to relax and refresh.

The opportunity to develop healthy habits, a sense of fair play, and respect for equipment and property.

As a non-profit organization that does not receive tax support, we offer two prices for participating in our programs. Your registration fee pays for the program, but Key Holders help keep the organization strong. We also offer a discounted fee for siblings to help make the program more affordable for families with multiple children. Further, families who need financial assistance can apply for discounted fees through the Jordan Crist Scholarship Fund forms can be found at the Front Desk.

## Registration Policies

Registration may be completed at The Community House front desk, 415 W. 8th Street, Hinsdale, or online at [www.thecommunityhouse.org](http://www.thecommunityhouse.org). To ensure proper space, staff and equipment are available to each child in the program **it is very important that children are registered on time**. Please review the registration deadline information carefully to ensure no additional fees are incurred. Please note that online registration will have processing fees.

### To attend the program, your child must:

- Appear on our roster.
- Have submitted all medical information.
- Have completed authorized pick-up forms.
- Have submitted payment and signed Parent Manual

## Refund/Credit Policy

If you register and are unable to attend, **you need to inform us 48 business hours prior to the day your child cannot attend**. With proper notice you will have the option to do in-house credit. In-House credits are charged a \$5.00 administrative fee and can be used for other programming offered at The Community House. Refunds have a \$10.00 administrative fee. **There will be no refunds for notification less than 48 business hours**, missed days, unreported absences, or removal from the program.

**There will be no refunds for notification less than 48 business hours, missed days, unexcused absences, or removal from the program. There will be no refunds for school closure days, due to inclement weather.**

## Special Needs Accommodations

The Community House believes in the right to excellent experience for all individuals from all backgrounds and ability levels. If your child has any special medical, physical, and psychological and/or emotional needs or receives special services from the school district, please list them in detail on the registration materials. Lack of communication may

adversely affect The Community House's ability to accommodate the needs of your child. All participants must be toilet trained and are responsible for their own toileting needs.

*\*Please allow at least 3 weeks for all requests.*

## Health and Safety

### General Safety Policy

The Community House's priority is providing a safe environment for children to enjoy. Listed below is a set of rules that have been established and are expected that each participant follows. Parents, we thank you in advance for supporting staff in the enforcement of these rules.

- Children are expected to respect and use program supplies and equipment properly.
- Parents picking up their child must take their child. It is not acceptable for a parent to "visit" and leave.
- No electronics, iPods, iPads, cell phones, or handheld games will be allowed. (Staff is not responsible for items children bring from home.) If a child has a personal device, it must be kept in their backpack, if a participant is caught with the device, it will be confiscated and returned to a parent/guardian at the time of pick-up.
- No clothing or accessories that depict violence or inappropriate themes.
- Children are expected to respect other participants and counselors.
- Inappropriate language is not acceptable.
- No sharing lunches, snacks, or candy. Gum is not allowed.
- Children should be symptom-free before coming to the Before and After the Bell Program. Symptoms to monitor (Fever, new onset of moderate to severe headache, shortness of breath, new cough, sore throat, vomiting, diarrhea, new loss of sense of taste or smell, fatigue from an unknown cause, and muscle or body aches from an unknown cause. If a child develops a cough, fever, or shortness of breath the parent/guardian will be called immediately, and the child will be sent home as soon as possible.
- We will continue to work within the CDC guidelines and with the local health department to ensure strict adherence to appropriate protocol is followed throughout the Before and After the Bell Program operation. In the case of any communicable diseases please contact the Recreation Supervisor immediately for the health and safety of others. The Recreation Supervisor will notify parents of communicable diseases. This policy is not only for the protection of your child but also for the health of all the staff and other children in our care.

## Allergies

Food allergies have become an emerging health issue, especially among children. **We are a peanut free program.** All our snacks are peanut free, and we ask if you are packing for your child that it is peanut free. We will be well versed on your child's food allergy.

As the parent of a child with a food allergy, it is critical that you tell us the following:

- The foods they must avoid.
- The signs and symptoms of an allergic reaction, ways your child might describe an allergic reaction.
- The role of epinephrine in treatment.
- If your child has asthma or severe allergies, we require an inhaler or EPI Pen on site that the staff will carry with them if the child needs it. Please send the inhaler in the original box and Ziploc bag with the child's name labeled on it.

## Emergency Medical Form

It is the responsibility of the parent/guardian to notify The Community House, at the time of registration, of any medical condition or disability that may require special consideration by the Before & After the Bell Program staff. Your confidentiality will be respected. The parent/guardian must fill out an Emergency/Medical Form at the time of registration for the registration process to be complete. If you wish to update the forms at any time, please contact Karen Kaspar 630-323-7500 ext. 248 or [kkaspar@thecommunityhouse.org](mailto:kkaspar@thecommunityhouse.org).

## Emergency Medical and Health Policy

The Before & After the Bell Program staff will always try to provide a safe environment for your child, but occasionally, they are hurt or injured in play. In the event of such an occurrence, the procedure below will be followed:

1. Medical paramedics will be called to handle any serious accidents.
2. A call will be made to the parent/guardian to inform them of the situation. If they cannot be reached, we will call the emergency numbers provided.
3. If your child needs medical care, we will accompany him/her to the nearest facility.
4. The parent/guardian must meet us at the medical facility as soon as possible.
  
5. Confidentiality may not be preserved in the case of mandated reporting.

## **Prevention of Child Abuse Policy**

Child Abuse is a serious concern for The Community House and will not be tolerated in any form by staff, parents/guardians, family, friends, or another child. Allegations will be taken seriously and will be reported to the proper authorities with the Department of Child and Family Services. Reports of suspected abuse are confidential, and The Community House will not confirm nor deny that a report was made.

The Community House staff are mandated reporters, as required by Federal and State Law. Please be aware that The Community House, its staff, members, and volunteers have the best interest of each child at heart.

## **Attendance Policy**

If your child is not in attendance for any reason, it is the parent's responsibility to report the absence. To report an absence please call the front desk 630-323-7500, Karen Kaspar at 630-323-7500 ext. 248, email [kkaspar@thecommunityhouse.org](mailto:kkaspar@thecommunityhouse.org), or call the site phone.

If your child is sick, out of town, or any other reason and cannot come to the program you **MUST CALL THEM IN!** Repeated unreported absences may result in your child being discharged from the program.

## **Late pick-up notice & fees**

We ask you please be considerate of the staff and be on time. A late pick-up fee of \$1.00 will be charged for every minute after 6:00 pm Monday-Friday. Late charges are due the following day. After you have received 4 late pick-up notifications your fee will be increased to \$2.00 a minute which will occur on the 5th late pick-up and thereafter.

If no one has picked up your child and we are not able to get hold of you or your emergency contacts, the Sheriff's Department will be notified, and your child will be turned over to the custody of a proper official.

All participants must be picked up and signed out by their scheduled pick-up time.

## **Arrival and Departure Procedures**

Pick up and drop off are important times for parents, teachers, and staff communication. Each adult plays a role in ensuring kids are properly transitioned from the care of one party to the next. We ask for your assistance and patience in helping this transition occur.



## Before the Bell

### Arrival/Sign In

- Children must be signed into the program by an adult each day at the designated room.
- When you arrive, please call the site cell phone so a staff member can meet you at the door.
- Children may not be dropped off prior to 7:00AM. If you are attending TCH Before the Bell, children need to be dropped before 8:05AM to make school drop offs in time.
- Children cannot be dropped by the door and enter the program without prior, written, and approved communication with the site director.

## After the Bell

- Children should gather at the area assigned by the school. If transportation is being provided, children should be instructed to only enter a vehicle clearly marked as The Community House.
- Please be sure to pick up your child no later 6:00PM.
- We will only release children to people listed as emergency contacts or authorized pickups. Photo ID is required.

## Parent/Guardian Code of Conduct

Parents and/or emergency contacts/authorized pick-ups are required to follow The Community House policies while you are at our program. No Parent and/or Emergency contacts/authorized pick-ups shall be under the influence of drugs/alcohol. Please refrain from inappropriate conduct; using harsh, demeaning, threatening or abusive language, speaking at a level that is not appropriate when speaking to any staff member. There will not be any physical violence or verbal threats toward staff, a child (your own or another), another parent, member or volunteer, materials, or property. If inappropriate behavior is displayed your child will be terminated from the program.

## Participant Code of Conduct

Our goal is to guide elementary age children in skills designed to help them become competent, contributing, problem-solving members of their world. When discipline is necessary it is carried out in a way to help the child develop self-control and assume responsibility for their own actions. It is kind and gentle, yet firm. In this program, we have established certain rules to provide a safe and effective summer camp environment for your child. The following guidelines have been developed to help make programs safe and enjoyable for all participants and **MUST** be followed.



1. FIGHTING of any type will not be tolerated. This includes rough-housing or horseplay.
2. THREATS, BULLYING, or FOUL LANGUAGE of any type will not be tolerated.
3. Talking back or DISRESPECT to Community House staff, volunteers, or patrons will not be tolerated.
4. VANDALISM of any type will not be tolerated. (Including but not limited to Community House property and/or student property)
5. Children MUST always stay with their designated group.

## Discipline

If a child is disruptive to the program, or disrespectful to staff the following disciplinary actions will be taken:

- Verbal warning
- Cool down/decompress time.
- Written warning signed by children and staff. Parents will be notified and receive a copy of the misconduct form.

Staff will redirect the child/children to another activity or redirect the entire activity into a more wholesome direction. Staff will encourage children to work out their own solutions and help them understand each other's actions.

Parents will be notified of any serious or continuous behavior that arises, in person or by phone. A conference between parents, children, and staff will be scheduled as necessary to discuss serious behaviors and to establish new behavior management techniques appropriate for the child. If no measurable improvement in the child's behavior is evident after the set period, the child will be removed from the program.

Please understand we have established this policy for the protections of all children and staff involved in the program. We do not want to remove children from the program and will work with parents and children to develop a plan of action that best suits each child.

The following "Steps of Action" will be implemented for any child who breaks the Standard Participant Conduct Rules.

### Steps of Action:

**1st Infraction:** Child is warned and reminded of the rules.

**2nd Infraction:** Discipline report is written up by staff and given to the parent/guardian at time of pick up. Parents will be asked to sign and write up to confirm they have been notified.

**3rd Infraction:** Discipline report is written up and parent/guardian is called to pick up child immediately. Child may be suspended from program, Recreation Supervisor and/or Site Director along with parent/guardian will discuss a return date. Parents, staff involved, and the Site Director will be asked to sign write up to confirm they have been notified.

**4th Infraction:** Discipline report is written up and parent/guardian is called to pick up child immediately. The child will be dismissed from our program immediately with no refund.

\*Upon return from a suspension, the child must sign a contract stating that he/she is prepared to follow the rules set forth by the after-school program. If the behavior continues, the child will be dismissed from the program

## Leaving or Running Away from the Before & After the Bell Program

In the event a child leaves or runs away from the Before & After the Bell Program the following steps will be taken:

- Staff will encourage the child to return voluntarily.
- If the child leaves their group or The Community House property, the police are called to locate the child. Staff are unable to leave the immediate area.
- The parents are contacted.
- A conduct report is filled out and the child is given a one-week suspension.
- The second time results in removal from the Program

## Discharge Policy

In addition to the rules mentioned above, a child may be discharged from the Before & After the Bell Program if any of the following conditions arise. Discharge is the last alternative but will be implemented if the problem poses immediate danger to the welfare of the other participants and/or is a detriment to the quality of the program.

Our discharge policy will be implemented if any of the following violations occur:

- Verification of falsified admission records, incomplete or missing forms including registration forms, health/emergency forms, and authorized pick-up forms
- Participant actions or activities are an endangerment to the safety of self and/or the other participants and staff of the Program and newly established behavior management techniques fail. This includes inappropriate behavior, actions and/or language.
- Repeat violations of the transportation arrangements for the child (i.e., not following curbside pick-up/drop-off rules, no phone call to staff when child is not in attendance, no written notice of a change in the child's arrangement to get home.
- Repeat violations by the parents of the pick-up policy.
- The childcare needs are incompatible with the structure of the Program.
- Any additional violations or concerns deemed unacceptable by the Recreation Supervisor and team.

A decision that results in discharge will be handled in the following manner:

- Parent(s)/guardian will receive a call from the Recreation Supervisor to set up a personal meeting.
- A meeting will commence that outlines the nature of the problem that has resulted in the discharge.
- As a follow-up to the meeting, the parents will receive in writing a letter that confirms the discharge actions.
- These codes of conduct, rules and discipline are subject to change without notice. Policies are subject to change depending on the severity of the incident. There will be no refunds or prorating of fees due to absences or any type of dismissal from the program.

# The Community House

## Before & After the Bell Program Behavior Contract

[Please Sign and Return](#)

### Conduct Rules

1. Fighting of any type will not be tolerated. This includes rough-housing or horseplay.
2. Threats, bullying, or foul language of any type will not be tolerated.
3. Talking back or disrespect to Community House staff, volunteers, or patrons will not be tolerated.
4. Vandalism of any type will not be tolerated. (Including but not limited to Community House property and/or student property)
5. Children must always stay with their designated group.

The following "Steps of Action" will be implemented for any child who breaks the Conduct Rules.

#### Steps of Action:

**1st Infraction:** Child is warned and reminded of the rules.

**2nd Infraction:** Discipline report is written up and given to the parent/guardian at time of pick up.

**3rd Infraction:** Discipline report is written up and parent/guardian is notified immediately.

**4th Infraction:** Discipline report is written up and parent/guardian is called to pick up child immediately. The Recreation Supervisor and parent/guardian will discuss a return date.

**5th Infraction:** Discipline report is written up and parent/guardian is called to pick up child immediately. The child will be cancelled from our program immediately with no refund.

**Policies are subject to change depending on the severity of the incident.**

**I have read and agree to The Community House's  
Before & After the Bell Program Behavior Contract.**

Parent/Guardian Signature

Print Child's Full Name

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