



HPNC: Parent Handbook

Fall 2020 – Winter 2021

Hyde Park Neighborhood Club
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TABLE OF CONTENTS

WELCOME!.....	2
1. COMMUNICATION	3
2. OUT-OF-SCHOOL TIME (OST) PROGRAMS & SERVICES.....	3
3. CURRICULUM & PROGRAM EVALUATION	3
4. APPROPRIATE ATTIRE & CHANGE OF CLOTHES	4
5. WALKING TRIPS, FIELD TRIPS & PARK TIME	4
6. PERSONAL BELONGINGS & LOST, STOLEN, DAMAGED ITEMS	4
7. MEDIA & IMAGE CONSENT.....	4
8. ABSENCES	4
9. DISMISSAL.....	5
10. ADMISSION REQUIREMENTS.....	5
11. IMMUNIZATIONS AND HEALTH RECORDS.....	5
12. PERSONAL INFORMATION	5
13. REFUND POLICY & PAYMENT TERMS - FALL 2020*	5
14. PENALTY FEES	6
15. DISENROLLMENT, CANCELLATIONS & WITHDRAWALS	6
16. GUIDANCE & DISCIPLINE POLICY	6
17. BULLYING	7
18. DISCIPLINE-RELATED DISCHARGE	8
19. ILLNESS	8
20. EMERGENCY PLANS	9
21. INTEGRATED PEST MANAGEMENT PLAN	10
22. COVID-19 SAFETY PROTOCOLS.....	10

WELCOME!

Dear Parents and Guardians,

Welcome to HPNC! Thank you for choosing our Out-of-School Time (OST) Programs for your child. This handbook contains valuable information pertaining to the care of your child while at HPNC. It outlines our programs, services, policies and other important information.

We look forward to getting to know you and your child!

Sincerely,

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1. COMMUNICATION

We believe that communication between HPNC and home is vital part of our working together. Daily activities will be posted at the front desk and in the classrooms, and staff will be available for further information.

We will regularly send you updates and important information via e-mail and text notification. Please add info@hpncclub.org to your safe senders list to ensure you are receiving our messages. If you need assistance, please contact us!

There is a bulletin board in the main hallway where we post resources, information on childcare, community events and current HPNC activities, etc. We welcome parent involvement and sharing of special skills or talents, family customs or cultural events, ideas and materials for the projects.

If you have questions or concerns, you may always contact the Program Director.

2. OUT-OF-SCHOOL TIME (OST) PROGRAMS & SERVICES

We provide OST programming and care for school-aged children ages 5 to 13. Current information and registration is available on our website. The programs are as follows:

Learning Hub is aligned with the CPS calendar and runs from December 7, 2020-February 5, 2021. The program will be in session on CPS non-attendance days to accommodate families who would normally utilize HPNC's No School/Vacation Days. This includes Presidents' Day and other CPS non-attendance days, but excludes MLK Day.

As a facility, **HPNC** is open 8:00 am – 5:00 pm Monday-Friday. We are closed for 8 holidays a year including: Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after; we will also be closed December 24-January 3. Additional times may be added for enrichment programming, such as Basketball.

3. CURRICULUM & PROGRAM EVALUATION

HPNC is committed to offering high quality programming. We continuously evaluate our programs to remain up to date with best practices. We utilize the Youth Program Quality Assessment (YPQA), which is a gold-standard evaluation instrument. To learn more about this tool, please reach out to the OST Program Manager.

Our curriculum is planned to be developmentally appropriate for all areas of a child's growth: physical, emotional, social and cognitive. The environment is designed so that children can learn through active exploration and interaction with adults, other children and materials.

We offer a balance between semi-directed activities and teacher directed activities, because we acknowledge that both kinds of experiences are important for a child's overall development. We provide for both quiet and active play, indoors and outdoors, messy and clean.

4. APPROPRIATE ATTIRE & CHANGE OF CLOTHES

While at HPNC, kids participate in a variety of hands-on activities including art projects, science experiments, cooking, gardening and outdoor sports. They will have fun and they will get dirty! Please send your child in appropriate clothing for messy activities.

In Chicago, seasonal weather patterns vary. Outdoor activity is a part of HPNC's daily programs. Please have your child dressed appropriately for the day's weather. This includes snow, rain, sunshine, and muddy conditions. Except in the case of extreme weather, HPNC after school pickups will remain the same (i.e. walking from school to HPNC), and children should be dressed appropriately for the short walk.

- Play clothes for messy activity and unencumbered movement;
- Close-toed shoes for heavy play and outdoors;
- Seasonally appropriate layers;
- Modest attire with appropriate images/language that is not offensive or disruptive.

All children should have a change of clothes to leave in their cubby at HPNC. Throughout the day, children may participate in various water games/activities and other messy programming. We want our participants to be comfortably dressed at all times and have a change of clothes accessible to them as needed.

HPNC staff is not permitted to assist children in any way while in the bathroom. Children may have toileting accidents. Our staff will not assist with the clean-up of accidents and parents will be called if children have bathroom issues. "Accidents" by definition are unusual incidents and should only happen infrequently.

5. WALKING TRIPS, FIELD TRIPS & PARK TIME

At times, HPNC may take the children on walking trips and to the local parks. Parents/ guardians must complete required forms and waivers upon enrollment in programs for their child to participate.

6. PERSONAL BELONGINGS & LOST, STOLEN, DAMAGED ITEMS

Children are encouraged to focus their attention on programming while at HPNC. Children should not bring personal items from home, such as personal electronics, small toys or books, unless the teacher designates it to be a theme day or something similar. Please LABEL everything you send with your child. HPNC has an onsite lost and found at the Front Desk, however, HPNC is not responsible for lost, stolen, damaged, or unattended items.

7. MEDIA & IMAGE CONSENT

Photographs, images, and/or videos may be taken at HPNC for family gifts and to display in individual classrooms, in the parent HPNC Facebook group, and in other HPNC publicity materials. Your child will not be included without your written permission.

8. ABSENCES

Parents must inform HPNC of their child's absence. Please note that absences, planned or otherwise, do NOT qualify for refunds and/or pro-rated program fees.

9. DISMISSAL

A child will be released from HPNC only to the child's parent(s), guardian, or to a person designated in writing by the parent/guardian to receive the child.

Pick-up time at dismissal is strictly enforced. You will be billed **\$1/ minute for every minute** past designated pick-up time. We may call all phone numbers on file in an effort to locate you. Please see detailed schedule information, including dismissal times of particular programs, on our website.

10. ADMISSION REQUIREMENTS

To enroll a child in our OST programs, the following requirements must be completed:

- ✓ Online Registration
- ✓ Required Document Packet
- ✓ Submission of Current DHS Certificate of Health Record
- ✓ Immunization Records (dated within past 6 months)
- ✓ Copy of Certified Birth Certificate (for children 13 and under)
- ✓ Program & Registration Fees

11. IMMUNIZATIONS AND HEALTH RECORDS

The Department of Children and Family Services requires us to have a copy of your child's most recent physical and immunizations on file. DCFS standards require we have on file a physical for each child prior to entering kindergarten and again prior to starting sixth grade.

12. PERSONAL INFORMATION

All personal family and income information will be regarded and handled in confidence and will not be released without express authorization from the parent or guardian.

13. REFUND POLICY & PAYMENT TERMS

Due to COVID-19, HPNC is operating under severe financial constraints. With social distancing and sanitation requirements, our programs will operate at one-third of normal capacity, yet the cost of cleaning, sanitation, and supplies has increased. For this reason, we have revised our refund policy to ensure the viability of our school year programs for everyone.

REFUND POLICY OVERVIEW:

- **All payments are FINAL-** No refund/no credit for any reason, except the special circumstances as defined in the full Refund Policy & Payment Terms document addendum.
- All Registration Fees, Enrollment Deposits, and Transaction Fees are **NON-REFUNDABLE**.
- No make-ups, prorating, or refunds for missed days.
- No transfers to a different session will be honored once registration has been completed.

*See full Refund Policy & Payment Terms document available on our website.

14. PENALTY FEES

OCCURANCE	PENALTY
Late Payment Fees will be applied for all payments not received within 5 days of payment due date.	\$25
Late Pick-up Charge will be incurred for every minute past program dismissal time.	\$1/minute
For unpaid balances, your child will be excluded from the program until balance is paid.	Exclusion from Program

15. DISENROLLMENT, CANCELLATIONS & WITHDRAWALS

Disenrollment, cancellation, and withdrawals must be completed in writing. Non-attendance and/or absence is not grounds for refund. Refunds and prorating will not be granted, with the two exceptions noted in the Refund Policy. See Refund Policy above for details.

16. GUIDANCE & DISCIPLINE POLICY

We believe in guidance and discipline, rather than punishment. Guidance and discipline are positive ways to help a child develop self-control and confidence handling their needs in a socially acceptable way. This is an on-going process, not a single act. We are here to teach each child skills to manage their own behavior.

Guidance & Discipline Techniques Used by Our Staff

- Offer a stimulating, organized, well-equipped, and well-designed classroom to avoid problems.
- Set rules with the children at the beginning of the school year
- Set clear limits and be consistent.
- Redirect children whenever possible.
- Include the children in the problem-solving process.
- Model socially acceptable behavior and manners along with positive reinforcement and acknowledgement of good behavior.
- Remove the child from the area, discuss the improper behavior, what a better choice would be for next time, and allow the child to return to the activity when he/she feels they can manage their behavior appropriately.

If the teachers see a continuing pattern of misbehavior, the following steps will be initiated:

- Phone call from the teacher informing the parents of the concerning behavior observed.
- Implementation of corrective behavior plan.
- Conference with parents, teachers, and director to discuss goals, implementation of goals, and measuring progress.
- Follow-up meetings (face to face or phone) to discuss progress.

Prohibited Guidance and Discipline Techniques

- Any form of corporal punishment.
- Ridiculing a child or the child's family.

- Blaming, teasing, insulting, name-calling, or threatening the child with punishment.
- Withholding food, affection, or positive attention.

Parent’s Role in the Guidance Process

- Share any relevant information with the teachers to help understand any underlying issues.
- Be open when the teacher gives notification of a concern or if a continuing pattern of misbehavior is observed.
- Follow through on any recommendations made by the staff.
- Work as a team with the staff so everyone can be consistent in expectations and help the child understand what behavior is acceptable and not acceptable.

Child’s Role in Guidance Process

- The children will be involved in writing the class rules.
- The child will have a reasonable opportunity to resolve their own conflict before a teacher steps in.
- Make an effort to change any unacceptable behavior.
- If the child has hurt another child, the injuring party will stay with the injured child until they are ready to return to normal classroom activities. The child will be asked what he/she can do to make the child feel better.

17. BULLYING

HPNC has established a Zero Tolerance Policy on bullying, based on the guidelines set forth in the State of Illinois Public Act 096-0952. If a student is involved in a fight or bullying, the result is immediate expulsion. HPNC has made all personnel, including contractors, volunteers, staff, drivers, counselors, etc., aware of this policy.

HPNC believes that a safe and civil learning environment is necessary for students to achieve academic success and that bullying causes physical, psychological, and emotional harm to students and interferes with students’ ability to learn and participate in our activities. Because of the negative outcomes associated with bullying in educational environments, HPNC follows the Illinois General Assembly’s mandate to educate our families, clients, students, and personnel on what behaviors constitute prohibited bullying.

Bullying on the basis of actual or perceived race, color, religion, sex, national origin, ancestry, age, marital status, physical or mental disability, military status, sexual orientation, gender-related identity or expression, unfavorable discharge from military service, association with a person or group with one of the aforementioned actual or perceived characteristics, or any other distinguishing characteristic is prohibited at HPNC.

No student shall be subjected to bullying:

- During any HPNC-sponsored education program or activity.
- While on our property, in our programs or activities, on our bus, at designated bus stops.
- Through the transmission of information from an HPNC computer, computer network, or other similar electronic equipment.
- Through the electronic transmission of information via an outlet related to HPNC activities or programs (e.g. Facebook, Twitter, websites, etc.)

HPNC defines bullying as any severe or pervasive physical or verbal act or conduct, including communications made in writing or electronically, directed toward a student or students that has or can be reasonably predicted to have the effect of one or more of the following:

- Placing the student(s) in reasonable fear of harm to their person or property.
- Causing a substantially detrimental effect on their physical or emotional health.
- Substantially interfering with their program performance.
- Substantially interfering with their ability to participate in or benefit from the services, activities, or privileges provided by HPNC.

HPNC and the State of Illinois state that bullying may take various forms including but not limited to one or more of the following: harassment, threats, intimidation, stalking, physical violence, sexual harassment, sexual violence, theft, public humiliation, destruction of property, or retaliation for asserting or alleging an act of bullying. This list is meant to be illustrative and not exhaustive.

18. DISCIPLINE-RELATED DISCHARGE

After attempts have been made to meet the individual needs of the child (including but not limited to a 1-2 day suspension from programs), any child that has demonstrated inability to benefit from the type of care offered by the HPNC, or whose presence is detrimental to the group, shall be discharged from the program. The needs of the child and parent(s)/guardian will be considered by planning with the parent(s) for alternatives when the child leaves. This may include referrals to other agencies or facilities. HPNC will refund any prepaid balances in the event of discipline-related discharge.

19. ILLNESS* (see #22 below for additional Covid-19 protocols)

When your child is sick, we ask that s/he stay home to prevent illness from spreading. These are the symptoms that would require you to keep your child home:

- Fever (temperature of 100 or higher)
- Diarrhea
- Vomiting 2 or more times in 24 hours
- Sore throat or difficulty swallowing
- Uncontrolled coughing
- Difficulty breathing
- Rash or spots on skin, ringworm, scabies
- Eye discharge, pink eye
- Unusual nasal discharge
- Lice
- Chicken Pox (within six days)
- Mouth sores

Your child should not return to HPNC until 24 hours after the last sign of the symptoms or a medical professional has approved their return. Please let us know if your child contracts a highly contagious illness. We will notify parents of the illness going around, but will maintain the anonymity and confidentiality of your child.

If a child becomes ill at HPNC, we will notify parents immediately. If we are not able to reach a parent, we will call one or more of the emergency contacts. We ask that you make arrangements to pick up your child as soon as possible.

20. EMERGENCY PLANS

Fire Prevention and Tornado Procedures

1. Monthly fire drills and yearly tornado drills are conducted. A log is kept in the main office.
2. There is an evacuation route displayed in all classrooms and offices.

Medical Emergency

If your child becomes injured at HPNC the teacher in charge will administer simple first aid, such as washing the injury, applying ice, and bandaging. The teacher will then fill out an incident report. If the injury is serious, we will:

1. Call parent or guardian.
2. Call one or more of the listed emergency contacts.
3. In the case of severe injury, we will call an ambulance and have the child taken to a Comer Children's Hospital emergency room. A staff person will accompany the child in the ambulance. (Any and all expenses incurred will be borne by the child's parents or guardian.)

Unauthorized Pick-Up of a Child

If an unauthorized person or one who is incapacitated or suspected of abuse attempts to pick up a child, HPNC will not release the child to that person. We will call 911 if the person attempts to use force.

Missing Child

If a child is missing, the staff will first conduct a search for the child. We will call 911 and the parents if the child is not found.

Missing Parent

If the parent of a child does not arrive to pick up their child, the staff will make attempts to call the parents and all other authorized people by phone. If no one is reached within 30-minutes of program dismissal, the child will be turned over to the police. A note will be left on HPNC's door with a phone number for the police station and an explanation of where the child has been taken.

As emergencies are unexpected but can occur, please update your account and notify HPNC immediately when contact information for parents or emergency contacts changes.

Mandated Reporting of Abuse/Neglect of a Child

All program staff members have completed the DCFS Mandated Reporter training. As Mandated Reporters, we are legally required to report any suspected abuse or neglect of a child to DCFS. A report will identify a specific incident, the child involved, the person allegedly responsible for the incident, the nature of the incident, and any other information as required by DCFS.

21. INTEGRATED PEST MANAGEMENT PLAN

We make efforts to ensure that pests do not have entrance to our facility. Most cracks and crevices are to be filled. Natural cracks and crevices are treated and cleaned with hand dusters and compressed air sprayers. This is the first step in our integrated pest management plan.

The second step includes the daily efforts made by staff. These efforts include food storage in sealed containers and prompt return of food to its proper storage area. Garbage is to be emptied daily and taken to our outside trash area. This outside trash area is to be kept free of visual garbage and debris. All garbage is placed in a sealed plastic bag before being placed in the outdoor garbage receptacle. This method helps to keep rodents and pests away from our building.

In addition to staff responsibilities, Terminex will visit our building monthly to treat the grounds and external portions of our building. The exterior portion of the building is sprayed with PT Cy-Kick CS (Cyfluthrin) .0075%. In areas such as food areas, restrooms, trash areas and storage rooms, Drione Dust: Pyrethrins 1%, PB010%, Silicon Gel 40% or Alpine Dust Dinotefuran 0.25% EPA Reg # 499-527—2oz will be used. Such pesticide will occur monthly as needed and will not occur in classrooms or areas where children will be exposed to the chemicals.

If you would like to be notified prior to the monthly pesticide application, please let our Program Manager know.

22. COVID-19 SAFETY PROTOCOLS*

HPNC will abide by and continuously update rigorous Covid-19 safety policies, protocols and procedures in accordance with the constantly evolving CDC guidelines.

*All Covid-19 protocols supersede the general guidelines, #19 Illness, above.

**Please see HPNC COVID Safety Protocols on our website for most up-to-date information.*