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# HPNC: Parent Handbook

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## Out-of-School Time (OST) Programs

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Hyde Park Neighborhood Club  
5480 S. Kenwood Ave  
Chicago, Illinois 60615

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## 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. You as a parent/guardian are welcome to visit HPNC during the program, if current health protocols allow.

We will regularly send you updates and important information via e-mail and text notification. Please add [info@hpnclub.org](mailto:info@hpnclub.org) and [info@trn.hellosawyer.com](mailto:info@trn.hellosawyer.com) 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 Director of Programs.

## 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:

**After-School Program (ASP)** is an after-school care program that operates from the end of the school day until 6:30pm, Monday through Friday within the limits of the Chicago Public School (CPS) calendar schedule. Staff-supervised walking pick-up or van transportation from certain designated schools is offered as an add-on to tuition.

**No School Vacation Days** are offered on minor holidays, teacher institute days, and school breaks. Our calendar is based on CPS calendar. Some days, the group will go on field trips, and other days the group will have structured activities at HPNC (there is no difference in fee).

**Spring Break Camp** runs for 5 days and is aligned with CPS Spring Break.

**Summer Camp** typically starts one week after the end of the CPS school year and runs for 8 to 10 weeks depending on the length of summer break.

**Winter Break Camp** may be offered, depending on how the school calendar falls from year to year. When offered, it will be aligned with certain days during the CPS Winter Break.

As a facility, **HPNC** is generally open 8:00 am - 6:30 pm Monday-Friday. Our facility is closed in observance of the following holidays every year including: Martin Luther King Jr. Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, and the day after Thanksgiving. Our facility is also closed from December 24 through January 1.

## 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 Director.

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. SAMPLE DAILY SCHEDULE FOR ASP**

- School pick-ups
- Arrival at HPNC
- Wash hands
- Welcome to the classroom
- Snack
- Free time
- Homework time, homework help
- Enrichment, gym, semi-directed activities

#### **5. 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 camp, children will be participating in various water games/activities and other messy programming. Our participants should be comfortably dressed at all times and have a change of clothes accessible to them as needed.

#### **6. BATHROOM ACCIDENTS**

HPNC staff is not permitted to assist children in any way while in the bathroom. Younger 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.

#### **7. WALKING TRIPS, FIELD TRIPS & PARK TIME**

HPNC may take the children on walking trips, field trips, and to the park. Participation in OST activities is conditional upon consent and waivers acknowledged by parents/guardians during the online registration process. Field trips requiring bus/van transportation will be under the supervision of HPNC, and health and safety precautions will be taken in accordance with DCFS recommendations. Additional permission forms are required for vehicle transportation.

## 8. 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.

## 9. 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 permission, as granted or declined, during the online registration process.

## 10. ABSENCES

Please email the Program Director to provide notification of an absence. Absences, planned or otherwise, do NOT qualify for refunds and/or pro-rated program fees.

**ASP \$10 Penalty Fee** – Due to school pick-up coordination, Parents **MUST** email [info@hpnclub.org](mailto:info@hpnclub.org) to notify of their child's absence **by 12pm on the day of the absence**. To ensure your child's safety, ASP absences may NOT be reported by phone call, if absence is notified by phone it will not be considered confirmed until call is followed up by an email. Failure to provide timely email notification to HPNC about a child's absence from ASP will result in a **\$10 penalty fee** for each absence after the 1<sup>st</sup> occurrence.

**IAC Attendance Policy** – Families are expected to have an 80% attendance rate for days child is enrolled in ASP. If weekly schedule needs to change, prior written notice to OST Manager is expected.

## 11. SCHEDULE CHANGES

Please email the OST Program Manager to inform us of any permanent or temporary changes to your child's schedule. Schedule changes may impact program fees and payment schedule. **Reductions to enrollment status** (e.g. full-time status changing to part-time status or 3 days/wk changes to 2 days/wk) **require 30 days advanced written notice to the OST Program Manager to be reflected in pro-rated tuition reduction.**

## 12. SCHOOL PICK-UP FOR ASP

Every child will be signed-in daily by the staff member who supervises pick-up from school. You may wish to call and check on your child and our front desk receptionist will be happy to confirm your child's arrival. We will do our best to accommodate your request to speak with your child, but please understand that once they are immersed in programming, it may be difficult to accommodate your request.

School pick-ups are an add-on service that we provide to ASP children who attend certain schools. A current list of schools from which we offer pick-up is available at the front desk. Students are expected to follow van drivers' rules and instructions, including:

- ✓ Students are expected to be at the designated pick-up location at the established time.
- ✓ Students are required to remain in their seat with their seat belts fastened.
- ✓ Students ages 4-12 who are over 40 lbs. but not tall enough to properly fit an adult seat belt will be required to utilize booster seats in accordance with IL Child Safety Seat Guidelines:  
<https://www.cyberdriveillinois.com/departments/drivers/childsafety.html>
- ✓ Students are expected to use inside voices and to keep their hands to themselves.

- ✓ Students may not exit the van once they board, except upon arrival at final destination. This means that if they forget their homework in their classroom, they will not be permitted to go back and get it.
- ✓ Food and drinks are not permitted on the van. (Please do not send money for the ice cream truck, as they will have to throw their treats away before they get on the bus.)

### **ASP PROTOCOL WHEN CHILD IS NOT AT DESIGNATED SCHOOL PICKUP SITE**

If a child is not in the designated pickup location at school dismissal, the following steps are to be followed in order by ASP program staff:

1. Double check communications with OST Program Director for a change in child's attendance.
2. In the event of no written notice of absence, call parent/guardian to confirm child's absence.
3. If no answer, check with School Office to verify child's attendance in school that day.
4. If a child cannot be located after school dismissal and by HPNC departure time, notify school personnel that a child cannot be located.
5. Call parent/guardians and let them know that HPNC bus/staff are departing from the school.
6. Call OST Program Director to report that the child cannot be located and HPNC bus/staff are departing from the school.
7. OST Program Manager/Director are responsible for taking other necessary measures to locate child immediately, including but not limited to, following up with the school, making contact with a parent, and calling 911 to report a missing child.

### **13. TRANSPORTATION POLICY**

HPNC provides transportation for ASP school pick-up and OST field trips. HPNC follows guidelines as issued by the State of Illinois Department of Children and Family Services.

### **14. 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.

### **15. ADMISSION REQUIREMENTS**

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

- ✓ Online registration with all waivers and consents completed
- ✓ Submission of current DHS Certificate of Child Health Examination, including immunization records
- ✓ Copy of birth certificate (for children 13 and under)
- ✓ Program and registration fees up to date
- ✓ DFSS Intake Form

### **16. IMMUNIZATIONS AND HEALTH RECORDS**

In accordance with DCFS guidelines, HPNC will keep a copy of your child's most recent physical and immunizations on file. DCFS standards include that each child needs a record of a full physical examination prior to entering kindergarten and again prior to starting sixth grade.



## 17. PERSONAL INFORMATION

All personal, family, demographic, and income information will be handled with strict confidentiality and will not be released without express authorization from the parent or guardian.

## 18. TUITION, CO-PAYS & DEPOSITS

Program fees, tuition, and IL Action for Children (IAC) co-payments must be paid on time. Automatic payment plans will be set up at the time of registration through Sawyer. IAC co-pays will be manually charged between the first and fifth day of the month.

## 19. PENALTY FEES

### PENALTY FEES

OCCURANCE	PENALTY
<b>ASP Penalty Fee</b> will be incurred for absences from ASP program that are not notified by email in advance.	<b>\$10</b>
<b>Late Pick-up Charge</b> will be incurred for every minute past program dismissal time.	<b>\$1/minute</b>
<b>For unpaid balances</b> , your child will be excluded from the program until balance is paid.	<b>Exclusion from Program</b>

## 20. CANCELLATIONS, WITHDRAWALS & REFUNDS

Cancellations and withdrawals must be completed in writing with at least 30-days advanced notice. Non-attendance and/or absence is not grounds for refund. Deposits are non-refundable. In general, refunds and prorating will not be granted. Our current Refund/Cancellation Policy is available on our website and at our front desk.

## 21. IAC REDETERMINATION PROCESS

Once your childcare approval period listed on your approval letter ends, if you wish to continue to receive childcare benefits, you must complete the redetermination form (from IAC) and return it to IAC before the cancellation date listed on your letter. If you recently submitted your redetermination form, IAC asks that you allow 14 days from the date you submitted your completed form for IAC to process it before you contact their office. If you did not receive a redetermination form, need another copy, or have questions and/or concerns about your cancellation, please call a CCAP Specialist at 312-823-1100

Please also be advised that HPNC needs a copy of the receipt showing that you submitted this redetermination form. If we do not have this receipt on file, we cannot continue your child's childcare at your co-pay rate. You can now submit your redetermination forms to IAC online via the Document Submission Portal here:

<https://app.smartsheet.com/b/form/1937fe79f8c8436fa9731b0474cab2a9> .

You will be charged at the sliding scale rate (60% of full pay rate) if you continue to stay enrolled and have not turned in a copy of this receipt by the date your childcare is being canceled listed above.

We recommend turning in all of your documents necessary for redetermination as soon as possible. With submission of receipt of paperwork, we will honor your current co-pay through one month from benefit expiration. If we have not received notice from Illinois Action for Children regarding your approval by the first of the month after the grace period,

you will be charged at the sliding scale rate (60% of full pay rate) until your approval is received and your new co-pay is assigned.

Please always send any IAC related copies/receipts to me via email at [financialaid@hpnclub.org](mailto:financialaid@hpnclub.org).

## **22. 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.

### 23. 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.

## **24. 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.

## **25. PROHIBITION AGAINST FIREARMS/WEAPONS/VIOLENCE**

The Hyde Park Neighborhood Club expects mutual respect, civility, and orderly conduct among all people on the premises or in any communication whether in person, by phone, email or other format. Additionally, HPNC prohibits all persons entering our premises from carrying a handgun, firearm, knife, or any other object that can reasonably be considered a weapon, looks like a weapon, or any dangerous device; regardless of whether the person is licensed to carry the weapon or not. No person on the premises or at an off-site event when communicating shall: Strike, injure, threaten, or intimidate any other person; Use vulgar or obscene language; Damage or threaten to damage another's property; Damage or deface the property of the Hyde Park Neighborhood Club; Violate any Illinois' law, Cook County or City of Chicago ordinance.

## **26. ILLNESS**

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.

## 27. EMERGENCY PLANS

### ***Covid Safety & Notification Plans***

To protect the health and safety of students, staff, and families, HPNC practices robust Covid safety and communication protocols. These are updated regularly based on evolving public health guidelines. Please visit our website to review our current Covid safety and notification protocols.

### ***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.

## 28. 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, Terminix 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.