

# PARENT HANDBOOK

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**2024-2025 SCHOOL YEAR**

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## **SHADES of Development**

**LEAPS Extended Learning Program**

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Safe  
Healthy  
Adventures  
Developing  
Essential  
Skills

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*Dear Parents,*

*SHADES of Development invites students, ages 5 to 13 to participate in the school-year program. SHADES of Development is a licensed program operating as an independent contractor with the Knox County School system. The SHADES Extended Learning Program offers enrichment and tutoring. This project is funded in part through a grant awarded by the State of Tennessee (pending grant renewal).*

*SHADES of Development was founded in 1995. Sindy Dawkins-Schade is the Founding officer of SHADES of Development, Inc., a non-profit corporation.*

*The purpose of this handbook is to inform parents of program content, policies, and procedures related to the SHADES of Development program.*

*The goal of SHADES of Development is to provide quality care in a safe, healthy, educationally enriching, and fun atmosphere. Children will be given the opportunity to engage in activities that will benefit them socially, emotionally, physically, and intellectually.*

*SHADES of Development is open to all children regardless of race, color, sex, handicap, religion, or national origin.*

*You may contact the SHADES of Development central office at 865-938-9164. Each site location has a site phone number. There is space provided in the back of this book to record the phone number of your site location. Please feel free to contact us at any time with your questions, ideas and concerns.*

*Thank you for selecting SHADES of Development as your child's afterschool provider.*

*Sincerely,*

*Sindy Dawkins-Schade*

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## LOCATION

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The SHADES of Development programs are housed in Knox County Schools. Typically the program's *home-base* is in the cafeteria; however, the program utilizes many other areas of the school such as the gym, library, classrooms, and playground.

## DATES AND TIMES

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The SHADES of Development program begins the first day of school for children in first through 8th grade. The kindergarten program begins the third week of school when kindergarten classes meet full-time. SHADES will operate from 2:45 PM to 6:00 PM Monday through Friday on regular school days. The program operates from 10:30am to 6:00pm on half days and from 7:00 AM to 6:00 PM on in-service days. SHADES will be closed on Labor Day, Inclement Weather Days, Wednesday, Thursday and Friday of Thanksgiving, Mid Winter Break, Martin Luther King Day, and Good Friday. SHADES is open on all 1/2 days, and early release days. SHADES is open at select locations on teacher in-service days once school begins, Monday, Tuesday and Wednesday of Fall and Spring Break. Fall and Spring Break attendance is offered by sign-up only at an additional cost. The SHADES schedule is subject to change pending Knox County school calendar and/or contract changes.

## INCLEMENT WEATHER

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SHADES of Development will not be open on days that the Knox County Central Office is closed due to the lack of building security and maintenance on those days. We apologize for the inconvenience; however, the safety of the children and the security of the school facility guide this decision. KCS may be canceled up to five days due to inclement weather/illness before SHADES fees will be altered.

## DOE/DHS

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### Department of Education (DOE)/Department of Human Services (DHS)

The SHADES LEAP Extended Learning Programs are governed by guidelines issued by DOE or DHS. These guidelines are driven by bills and laws passed by congress to ensure safe and healthy environments for children. Many of the SHADES of Development program policies were developed to meet DOE/DHS requirements. Please review the DOE/DHS guidelines included in your parent packet for more information about DOE program approval requirements. A full copy of DOE/DHS guidelines can be found on our website at [www.shadesofdevelopment.org](http://www.shadesofdevelopment.org).

## PROGRAM CONTENT

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SHADES of Development believes in adventure learning which challenges and encourages children in each of the four developmental domains. The SHADES curriculum is club-based progressive skill development that promotes social, emotional, physical, and cognitive competency in children.

### **Tutoring Program**

The SHADES tutoring program funded in part by the LEAPS Grant offers tutoring, homework assistance, a peer reading program, and a peer mentoring program. These LEAPS funded services are only available at qualifying schools.

### **Creative Arts**

This is the area of the program where children have the opportunity to participate in self-directed activities that allow children to explore centers that include dramatic play, visual arts, performing arts, creative writing, storytelling and reading. The activities in this area help develop creativity, cooperation, socialization, and academic competency.

### **STEM**

This is the area of the program where children have the opportunity to participate in self-directed activities that allow children to explore centers including science, technology, engineering and math. The activities in this area help promote problem-solving, creativity, cooperation, and academic competency.

### **Healthy Lifestyles**

SHADES of Development offers children a mix of adult-directed and self-directed opportunities for fitness, sports, nutrition and mindfulness. Children learn about basic nutrition and wellness, as well as, participate in activities that challenge children's physical limits and agility, while encouraging cooperation, teamwork, and rule play.

### **Clubs**

SHADES of Development offers special interest clubs that allow children to explore their unique interests. The club activities are structured to provide more individualized instruction in Creative Arts, STEM, and Healthy Lifestyles. Activities offered are based on the children's interests and the talents of the SHADES staff members.

### **Homework**

Children are given the opportunity to work on homework each afternoon. A SHADES of Development staff member will be available to assist children with homework. Please see your site director if you are interested in developing an individualized homework plan for your child.

## 6

### **Story time**

This is the time during the day that children have the opportunity to relax their bodies and their minds. A SHADES staff member will be introducing children's literature through ongoing readings of children's books and novels. This time allows the children to develop imagination and comprehension skills, as well as, an appreciation for reading and language. (Full-day services only)

### **Leaders In Training (LIT) Program**

SHADES of Development offers an LIT program for children in the fifth-eighth grade. The program allows older children to explore and exercise leadership skills through hands-on activities and mentoring experiences. Children will learn how to plan and lead activities with younger children. Children that serve as positive role models and responsible leaders will earn special privileges, such as special activities and snacks, use of LIT specific supplies, and walking field trips.

### **Social Emotional Learning (SEL)**

SHADES weaves social/emotional learning and anti-bullying lessons into all areas of the SHADES program, using the Sanford Harmony SEL curriculum paired with teachable moments during activities and social interactions to develop social/emotional competency.

## **SHADES OF DEVELOPMENT STAFF**

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Each SHADES staff member is involved in intense orientation training. The orientation training offers CPR, first aid, child development training, developmentally appropriate practices, human relationships, activity planning and behavior management. Staff members are also required to participate in ongoing training throughout the year. Each SHADES staff member has been selected for his/her educational and practical experience, as well as, his/her special skills and abilities to relate to children in a positive manner. Staff/child ratios will be as low as possible.

## **FIELDTRIPS**

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At times, SHADES of Development will plan to go on fieldtrips during full-day service. If you choose to allow your child to participate in the fieldtrip, there will be an additional fee per child to cover the cost of the fieldtrip and transportation. Fieldtrips are optional, so please remember to sign-up for the fieldtrip through the Google Survey. Please have your child wear a green shirt and tennis shoes on fieldtrip days. Remember to pack a lunch. Fieldtrip transportation will be provided by an independent contractor authorized to serve Knox County Schools.

## RELEASES

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SHADES of Development tracks academic records and assessments for grant reporting purposes. SHADES of Development also documents activities and events through pictures, videos, surveys and interviews. This tracking and documentation is essential to receiving continued grant funding. Please be aware that an academic records and assessment release and a photo release statement are included on the child information sheet and is a requirement of program participation. Photos may also be used in program promotional materials and afterschool advocacy.

## PARENT INVOLVEMENT

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The exchange of information about a child between the staff and a parent can be very helpful to the family and the SHADES program. The staff will be better able to meet the needs of each child if they are aware of special circumstances in a child's life such as: an illness in the family, birth of a new sibling, change in living arrangements, divorce, special fears, etc.. Children often exhibit signs of stress during such transitions and circumstances. The SHADES staff will be able to empathize with and encourage the children more appropriately with such information.

Parents are asked to complete five (5) hours of volunteer service per year within the program. Volunteer activities are outlined in the parent involvement survey. Other forms of volunteer service are welcome. Please talk to your director about how you would like to complete your five hours of volunteerism at SHADES.

### Parent Involvement Survey

Upon pre-registration you completed a parent involvement survey. SHADES of Development realizes that not all parents want to participate in the afterschool program in the same way. The parent involvement survey helps SHADES know the best way to ask you for your involvement. Parents are asked to complete 5 hours of volunteer service each year within the program.

### SHADES Program Advisory Council (PAC)

The Program Advisory Council helps evaluate and guide the program policies and content. Our goal is to have parent, student, school administrator, school teacher, school resource officer, school custodian and program partner voice on the Program Advisory Council. We need you! Please consider serving on the Program Advisory Council.

### Silent Fundraising

Please support SHADES by taking advantage of the silent fundraising opportunities available. They are quick and easy and **do not affect your personal benefits**. (See your director for details.)

1. Connect your Ingles card to SHADES
2. Connect your Food City card to the SHADES

3. Connect your Kroger card to SHADES

## COMMUNICATION

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Communication between SHADES of Development and program participants is extremely important. In an effort to increase positive communication, SHADES of Development has several systems in place. These systems include Procure Engage, a program greeter, newsletters, site Facebook Page, parent mailboxes, MyProcure account accessibility, e-mail messages, text messages, google sign-ups for full-day services, parent surveys, child surveys, parent conferences, and the Program Advisory Committee. Several contact numbers are also listed for each site. Please use these systems to facilitate constant two-way communication with the SHADES of Development program. Procure Engage is our most immediate and robust mode of communication. Please download the Engage App.

## DROP-OFF AND PICK-UP PROCEDURE

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### Regular School and Early Release Days

On these days, children enrolled in SHADES will be received by a SHADES of Development staff members from their school day teachers upon school release. SHADES staff will take role and account for all children expected in attendance at that time. Your child must attend school in order to attend SHADES.

### Full-day Care Drop-off

During in-service days, you or an authorized sign-in/sign-out person must deliver your child in to the SHADES sign-in person and sign your child in to the SHADES program. Children are signed in through Procure Engage using unique pin numbers. Child sign-in is for the safety and security of your child. Children should be signed in prior to 9:00 AM on in-service days.

### Children not attending SHADES for the day

Please call the SHADES program by 11:00 AM if your child will be absent from the SHADES program for the day. This helps the SHADES day run smoothly by eliminating a search for your child when he/she does not report to the SHADES pick-up point in the afternoon. Thank you for your help.

### Pick-up

Pick up begins at 4:00pm. Children enrolled in SHADES of Development must be signed out by an authorized pick-up person each day. Each authorized pick-up person will be registered in our Procure System to sign out your child. Children will not be released to a person that you have not designated as an authorized pick-up person unless SHADES receives a written parental request. **All SHADES participants must be signed out by an adult, 18 years old or older.** This policy is based on legal counsel and is not negotiable. SHADES will be happy to document as many adults as you need to



authorize as pick-up persons. Please be prepared to show a photo ID until the SHADES staff registers you in Procure.

**Late Pick-up and Late Pick-up Fees**

SHADES of Development closes promptly at 6:00 PM each day. Children left in the care of SHADES after 6:00 PM will be charged a \$1.00 per minute/per child late pick-up fee. If your child has not been picked up by 6:00 PM and SHADES can not reach you or your emergency numbers, your child will be turned over to Child Protective Services.

**Impaired Pick-Up Persons**

Should an authorized adult that is impaired due to drugs or alcohol attempt to pick up your child, SHADES of Development will not release your child. You or another authorized adult will be called to transport your child. Authorized pick-up persons that arrive impaired to the program will lose pick up rights upon a second attempt to pick up a child while impaired. The police will be called should an impaired authorized pick-up person become aggressive or violent.

**Pick-up Rights of Natural Parents**

By law SHADES of Development can not deny access to natural parents without a court order. If you have custody restriction outlined by the court please submit the court order to the SHADES Site Director; otherwise, SHADES of Development is obligated to release children to natural parents.

Notes:

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**ILLNESS AND SICK CHILD POLICY**

SHADES does not provide care for sick children. If your child has a temperature of 100.4 degrees or above, diarrhea, head lice, or any other contagious illness, do not send him/her to school or to SHADES of Development. SHADES is concerned with the health and welfare of each child in the program. Please help us keep our children healthy by keeping sick children at home. If your child becomes sick while at SHADES, a SHADES staff member will call you to pick up your child. Contagious children must be picked up within an hour of parental contact. Failure to promptly pick up your child may result in dismissal from the program.

Please remember that fees are not prorated due to absence and/or illness. Please call SHADES by 11:00 AM if your child will not be attending SHADES for the day.

## MEDICATION POLICY

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SHADES follows the KCS Medication Policy. If your child needs to take any type of medication while at SHADES, you must submit a completed KCS medication form signed by a physician. Medication must be given directly to a SHADES staff member and the medication must be in its original container with your child's name on the container. The container must display a current expiration date. SHADES can not administer medication without a completed medication form. This includes over the counter medications such as cough drops, Tylenol, and medicated ointments. Medication forms are available on our website or at the sign-out area.

## EMERGENCY PROCEDURES

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Each SHADES of Development site location has developed an Emergency Management Plan unique to its individual site. The Emergency Management Plan includes procedures for fire drills, tornado drills, gas leaks, intruders, hostage situations, and bomb threats. Each SHADES site also has staff members that are certified in CPR and 1st Aid. In the event of a facility evacuation, students will be evacuated to a pre-determined location. SHADES of Development will send updates and information through Procure Engage to inform you of an emergency. You will be told a brief description of the situation and you will be instructed as to where and when to pick up your child. For more information about the Emergency Management Plan for your site location contact your program director.

If your child is injured while at SHADES of Development, you will be contacted immediately. If your child requires immediate medical attention, he/she will be transported by ambulance.

## DISCIPLINE POLICY

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We feel that all of the children deserve the opportunity to participate in a safe, healthy, and friendly atmosphere. With this in mind, the school and the SHADES staff have established rules that all of the children are expected to follow. SHADES considers bad language, back-talking, arguing with staff, refusal to comply with program rules, and physical aggression toward children and staff to be unacceptable behavior.

### Discipline Policy

1. Rules will be clearly outlined. If inappropriate behavior occurs, redirection will be used to discourage the behavior.
2. If behavior persists, a verbal warning will be given for inappropriate behavior.

3. If behavior persists, natural or logical consequences will ensue. *Natural consequences* - something that occurs naturally from a given action. If a child chooses not to eat snack during snack time, he/she may be hungry until dinner. *Logical consequence* - something that occurs due to the rules of social order. If a child runs in the hall, he/she may need to practice walking up and down the hall a few times. If a child crunches his/her snack crackers all over the floor he/she may have to sweep the floor.
4. Co-regulation strategies will be used to help children regain self-control and regulated behavior. Once the child is regulated, the issue will be discussed. Any restorative action will be completed and then the child may return to regular activity.
5. Behavior incidents will be viewed as teachable moments to help students gain skills needed to self-regulate. Children that do not respond to logical consequences may be assigned to write an essay. Essays typically consist of what happened, what choices were made, why the choices were hurtful or harmful, what choices could be changed and why. Younger children may be asked to draw a picture answering the questions listed above.
6. Behavior incidents will be tracked on a child behavior log and close parental/guardian communication will be maintained.
7. If these techniques are not successful, a formal parent/director conference will be called.
8. Suspension or dismissal from the program may result if behavior problems can not be rectified. Please note the SHADES Expulsion Policy available on our website.

## **TOYS FROM HOME**

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SHADES of Development makes a special effort to provide games and activities that are appropriate for all of the children in the program; therefore, SHADES does not allow children to bring toys from home. Our “no toys from home” policy eliminates the problems associated with sharing, loss, and theft of personal toys. This policy includes trading cards and other collectibles.

## **DRESS CODE**

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SHADES of Development follows the same dress code embraced by the school in which it operates. Please refer to the school handbook for dress code details. SHADES also requires tennis shoes in the gym and on the playground. Children wearing hard sole shoes, sandals, or boots are encouraged to pack tennis shoes in their backpack. Children will not be allowed to participate in the gym or on the playground without tennis shoes. SHADES will make every effort to provide spare tennis shoes when necessary.

## **FEES AND PAYMENT POLICY**

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Although SHADES of Development is a fee based program, it is the goal of SHADES to serve all children in need of our program. SHADES of Development is only partial funded through a LEAPS Grant (Pending Renewal); therefore, your commitment to financially support the program through DHS Child Care Voucher Funding and/or ability to pay is essential to keeping the SHADES Extended Learning Program available and accessible to the community.

All eligible families are expected to apply for Families First childcare certificates by contacting Families First at (865) 594-6151 or using the Benefit Kitchen screener by texting “Benefits” to 211-211. Families requesting scholarship funding will be required to provide proof of DHS Child Care Certificate application. There will be a minimum \$10.00 per child, per week fee until proof of DHS Child Care Certificate Application is submitted to SHADES of Development.

### **Financial Assistance**

SHADES of Development offers financial assistance to families in need (pending grant renewal). Financial assistance is based on a rubric coupled with household income. Participants must attend 5 days per week for a minimum of 2 hours per day. Please complete a SHADES Financial Assistance Form upon to help us determine your eligibility to participate in the program. Families that qualify for financial assistance may receive assistance for registration fees in addition to weekly tuition. Financial assistance is made possible in part by LEAPs Grant Funding (pending renewal).

### **Registration**

There is a \$25.00 per child non-refundable registration fee to enroll in the program. For families qualifying for grant programming a \$20.00 discount on registration will be applied. A deposit equal to one week of fees is required to register. Deposits are non-refundable, but will be applied to the last week of service. You must pre-register through MyProcure to start the registration process. You will be contacted to attend orientation if there is a space available for your child in the program. You will be given a deadline typically 48 hours to complete and submit orientation, paperwork, and any applicable fees. Failure to adhere to the deadline will forfeit your child’s space in the program and you will be moved to the end of the waiting list.

### **Payment Schedule**

Fees are due each Monday. Customers that utilize Tuition Express have the option to pay weekly, bi-monthly, or monthly. Please choose the fee schedule best for you if you are participating in Tuition Express. Participants that pay by check or money order will be billed weekly.

**Late Payment Fees**

Although fees are due on Monday of each week, SHADES offers a grace period until 6:00 PM Wednesday of each week to make payments. There is a \$5.00 late payment fee for payments received after 6:00 PM Wednesday of each week. There is also a \$5.00 late payment fee on accounts that carry an outstanding balance. Please help us maintain the SHADES Extended Learning program by fulfilling your financial commitment to the SHADES program.

**Late Pick-Up Fees**

SHADES of Development charges a \$1.00 per minute late pick-up fee per child. Participants picked up after 6:00pm will be charged \$1.00 per minute, per child until the child is signed out by an authorized pick-up person.

**Weekly Fee Rates**

Please see the Service Needed Form for our fee schedule

SHADES of Development offers services at a break-even rate. When you enroll your child in the SHADES Extended Learning program you are contracting service for each week of the entire school year. Fees are not based on hourly or daily rates; fees are based on an average weekly rate for the entire school year. SHADES reserves space, staff, snacks, and supplies that must be available each day for your child. Fees are not altered due to absence, illness or early release days. Fees remain constant throughout the school year. Please call SHADES by 11:00 AM if your child will not be attending SHADES for the day.

**FORMS OF PAYMENT ACCEPTED****Electronic Fund Transfers**

SHADES of Development recommends electronic fund transfer payments. Electronic fund transfers can be set up to debit your checking, savings, Visa or Mastercard account. With electronic fund transfers you can schedule your payments to be debited weekly, bi-monthly, or monthly. Please check with your site director to find out which payment method would work best for you. Simply fill out the electronic transfer form to start the electronic fund transfer process.

**Electronic Transfer Dates*****Weekly Payers***

For weekly payers the transfer will be submitted on Mondays .

***Bi-monthly payers***

For bi-monthly payers, the transfer will be submitted on the 1st and 15th of the .

***Monthly payers***

For monthly payers, the transfer will be submitted on the 5th of each month.

When a transfer or debit date falls on a weekend or banking holiday, your account will be debited the next working day.

#### **Declined Checks and Electronic Transfers**

You will be contacted immediately in the event that a check or electronic transfer has been declined. Upon notification the amount of the payment and a \$20.00 service fee must be submitted by money order or POS immediately. Accounts that are declined twice during the school year will be required to submit all further payments by money order or POS.

#### **Changing Payment Methods**

You may change payment methods upon submitting a request in writing to your site director. The payment method change will take effect two weeks from the date the request was received by SHADES of Development.

#### **Checks, Money Orders and POS**

SHADES of Development does accept checks, money orders and POS payments. *SHADES of Development does not accept cash.*

**Please be sure to speak with your site director should you experience financial difficulties. SHADES will try to work with you in any way possible. Again we appreciate your commitment to support and sustain the SHADES Extended Preschool program through Families First childcare certificate funds and ability to pay fees.**

## **IN-SERVICE DAYS**

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SHADES of Development will be open on in-service days at select locations. There is no additional fee for in-service days; however, your children must be signed up through the Google Sign-Up link in order to attend. Signing up allows us to adequately plan and staff for these days. Drop-in children will be accepted based on space availability. Please remember that if you have not signed your child up to attend a full-day through the Google Sign-Up link, your child may not have a space. The hours of operation for full-day service will be from 7:00 AM to 6:00 PM. **Children must be signed in by 9:00 AM on full days unless special arrangements have been made with your site director.**

#### **Lunch and Drink**

Children must bring a lunch and drink from home each day during full-day care. No carbonated beverages or glass containers please. Microwave and refrigeration access is not available, so please pack your child's lunch accordingly.

## **SCHOOL HOLIDAYS—VACATION POLICY**

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SHADES of Development is open at select locations on some school vacation days. There is an additional fee for participating families for Monday, Tuesday and Wednesday of Fall and Spring Break. There is no charge for mid-winter break.

SHADES does charge regular weekly rates for all other weeks that include a school holiday. SHADES does not charge more for in-service days and 1/2 days and does not charge less for days closed, making weekly rates consistent throughout the entire school year.

## **TERMINATING SERVICES**

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In the event you can no longer participate in the SHADES Extended Learning program please contact SHADES of Development. We requires a two week notice in writing in order to allow us to make the necessary arrangements to fill your child's space with another child in need of services. Your account will be charged for two weeks following your drop date in the event a notice is not received.

## **PARENTS RIGHTS AND RESPONSIBILITIES**

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### **Parents have the right to:**

1. Know that their child is in a safe environment where they are offered a variety of enriching activities.
2. Know what types of activities are being planned and offer feedback on the types of activities that their child enjoys.
3. Share concerns with the staff and program director at any time about anything that they feel is not in the best interest of their child.
4. Know their child's abilities and achievements while at SHADES.
5. Be informed and give permission for any non-child care agency staff to observe their child.
6. Know if their child demonstrates inappropriate behavior and spend time talking with the staff concerning a solution.

### **Parents have the responsibility to:**

1. Let the staff know if their child will not attend for the day.
2. Fulfill their financial commitment to SHADES.
3. Observe the rules of SHADES of Development as set forth in this handbook and any additional policy statements.
4. Share their concerns with staff members and the program director if the program is not meeting their child's needs.
5. Listen to the concerns that the staff members may have about their child's behavior, and to work through an agreeable solution to any problems that might occur.

6. Share concerns in private in a respectful manner.
7. Check their parent mailbox and Engage messages each day.
8. Read newsletters and statements sent out by SHADES.
9. Know about any change in policy or procedure.
10. Work with SHADES to replace any equipment that their child is responsible for damaging due to misuse.
11. Complete the Google Survey for full-day services.
12. Sign child in and sign child out each day; notifying a staff member when taking a child from the center; and notifying a staff member in writing when another authorized person is picking up their child.

## **CHILDREN'S RIGHTS AND RESPONSIBILITIES**

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### **Children have the right to:**

1. Safe and reliable equipment.
2. Use of all age appropriate equipment and space on an equal basis and find equipment where it is intended in functioning condition.
3. Have their ideas and feelings respected.
4. Discipline that is fair, equal, and respectful of them.
5. Express their creative ability.
6. Continue developing their full potential.
7. Have an environment free of hazards.
8. Have an environment that offers a variety of choices: physical, quiet, indoor, outdoor, creative, and STEM.
9. Have staff members that care about them, enjoy being with them, and help them grow.

### **Children have the responsibility to:**

1. Take the consequences for their actions.
2. Respect the rules that guide them through the SHADES day; and control their actions so that they do not harm others in the program.
3. Not willfully destroy or harm any equipment or property in the building and/or not willfully destroy the property of others.
4. Share the equipment and the facility with all children in the program.
5. Stay with a staff member at all times.
6. Dress appropriately for indoor and outdoor play; wearing or bringing tennis shoes each day.
7. Return materials and equipment to its proper place before



- engaging in a new activity.
8. Carry out an activity that they commit themselves to.
  9. Show respect to their peers and the SHADES staff.

## **GRIEVANCE POLICY**

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Sometime during the school year you will probably encounter a situation at SHADES of Development that you may be concerned about. As stated in the parent's rights and responsibilities, we encourage you to share your concerns with us. We have, however outlined a procedure for doing this in order to address your concerns in the most effective manner possible. When you encounter a concern please:

1. Address the concern with the OST Specialist supervising the area where the concern occurred.
2. If you feel you need further information, please schedule a meeting with the program site director and complete a Parent Concern form.
3. If you feel you need further information, please schedule a meeting with the Executive Director.
4. If you feel you need further information, please submit the concern in writing to the Board of Directors.

SHADES of Development has your child's best interests in mind. We hope that concerns will not arise, but we are realistic about conflicts due to differences in communication styles and parenting styles. We believe that most concerns can be worked out through diligence in pursuing positive communication techniques.

If you have followed the previous steps, and you feel that SHADES of Development has not adequately handled your concern, please contact the Department of Education or the Department of Human Services. Thank you for your cooperation during these times.

## **SITE CONTACT INFORMATION**

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Site Location \_\_\_\_\_

Site Director \_\_\_\_\_

Site Telephone Number \_\_\_\_\_

Site Director e-mail \_\_\_\_\_





