

PARENT HANDBOOK

2024-2025 SCHOOL YEAR



SHADES
of Development

Safe

Healthy

Adventures

Developing

Essential

Skills

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. SHADES of Development was founded in 1995. Cindy 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 afterschool programming in a safe, healthy, fun, and educationally enriching 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 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 afterschool provider.

Sincerely,

Sindy Dawkins-Schade

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LOCATION

The SHADES of Development programs are housed in Knox County Elementary 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

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 for K-5th grade 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 1/2 days and teacher in-service days. SHADES is open at selected locations on 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 calendar is available on our website and is subject to change pending Knox County school calendar and/or contract changes. Please refer to the PreK handbook for PreK options.

INCLEMENT WEATHER

SHADES of Development will not be open on days that the Knox County Schools are closed due to inclement weather. KCS building security and maintenance are not available to provide a safe and secure environment for our programs 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.

DHS

Department of Human Services DHS

You are probably aware that licensed child care programs are governed by guidelines issued by DHS. These guidelines are driven by bills and laws passed by congress to ensure safe and healthy child care environments. Many of the SHADES of Development program policies were developed to meet DHS requirements. Please review the DHS guidelines available on our website for more information about child care licensing requirements.

PROGRAM CONTENT

SHADES of Development believes in adventure learning which challenges and encourages children in each of the four developmental domains. The SHADES curriculum is based on bi-weekly themes that promote social, emotional, physical, and cognitive competency in children.

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. Please see your site director if you are interested in developing an individualized homework plan for your child.

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 care only)

Leaders In Training (LIT) Program

SHADES of Development offers an LIT program for children in the fifth 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

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.

Please note: SHADES staff are trained on child abuse detection and reporting and are required by law to report suspected or disclosed abuse.

FIELD TRIPS

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.

PHOTO RELEASE

SHADES of Development documents activities and events through pictures, videos and quotes. We share program happenings with you through social media. On occasion SHADES of Development uses these pictures for staff training, afterschool advocacy, and program promotional materials. Please be aware that you are giving permission to SHADES of Development to use images as outlined in the release statement.

PARENT INVOLVEMENT

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 after-school 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 SHADES
3. Connect your Kroger card to SHADES

COMMUNICATION

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

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.

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

If your child needs to take any type of medication while at SHADES of Development, a KCS medication form must be complete 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 and 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 and at the sign-out area.

EMERGENCY PROCEDURES

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

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

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

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

Registration

A \$25.00 single child or \$50.00 family non-refundable registration fee, a non-refundable deposit, equal to one week of fees, and if applicable, fees for the first week of service are due upon enrollment. 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, money order, POS 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. This policy help us keep program costs low.

Late Pick-Up Fees

SHADES of Development charges a \$1.00 per minute late pick-up fee per child. Participants picked up after the time designated by their pick up program 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 Afterschool 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.

Partial week slots are limited and granted on a first-come, first-serve basis.

Changing Plans

You may change plans upon submitting the request in writing to your site director. The change will take effect two weeks from the date the request was received by SHADES of Development. Please remember that deposit amounts are affected by program plan changes. SHADES reserves the right to limit the number of times per school year that plans may be changed. Excessive plan changes increase the operating costs of the center.

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. New forms must be completed each session.

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 month.

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.*

DHS Voucher Funding

DHS Voucher funding is accepted. Vouchers must be submitted upon registration. Parents receiving DHS Voucher funding are responsible for submitting new vouchers upon redetermination and/or parent fee changes. Parents receiving DHS Voucher funding are responsible for all fees not paid by DHS. This includes Vouchers that are terminated for any reason before services provided by SHADES of Development are terminated. You can easily check your eligibility by texting “benefits” to 211-211 and answering the questions.

IN-SERVICE DAYS

SHADES of Development will be open on in-service days at select locations. There is no additional fee for in-service days that fall on one of your child’s regularly scheduled 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

SHADES of Development does not charge for the full week SHADES is closed at Mid-winter break. Monday, Tuesday and Wednesday of Fall Break and Spring Break are open at participating sites, and attendance is optional at an additional fee. There is no charge for Fall and Spring Break unless you choose to sign your child up for these weeks. Please consider planning your vacations around these school holidays, as SHADES does not alter fees for days missed during the regular school year for vacation.

All partial weeks of service are due in full. SHADES does not charge less for closed days within a week and does not charge more for in-service days, 1/2 days or early release days within the week. SHADES does not alter fees for missed days due to illness, vacation or family emergencies.

TERMINATING SERVICES

You may terminate service with SHADES of Development at any time upon submitting a two-week notice in writing. Customers that fail to submit a written two-week notice upon dropping from the program will be responsible for two weeks of fees, beginning the week preceding the last day of attendance. Applicable late fee will apply. Deposits paid upon registration will be applied to the last week of service, provided that a two-week notice has been given and the account is in good standing.

PARENTS RIGHTS AND RESPONSIBILITIES

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. Pay fees on time each week.
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 each day.
8. Read newsletters and statements sent out by SHADES.
9. Know about any change in policy or procedure.

10. Replace any equipment that their child is responsible for misusing.
11. Complete the Google Survey for full-day services.
12. Check their child in and sign their 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

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. Use positive communication techniques to share concerns and complaints. Refrain from backtalking staff members.
3. Respect the rules that guide them through the SHADES day; and control their actions so that they do not harm others in the program.
4. Not willfully destroy or harm any equipment or property in the building and/or not willfully destroy the property of others.
5. Share the equipment and the facility with all children in the program.
6. Stay with a staff member at all times and notify a staff member if they wish to go to another area.
7. Dress appropriately for indoor and outdoor play; wearing or bringing tennis shoes each day.
8. Return materials and equipment to its proper place before engaging in a new activity.
9. Carry out an activity that they commit themselves to.
10. Behave in a respectful manner to SHADES staff and peers.

GRIEVANCE POLICY

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 Out-of-School-Time (OST) Specialist supervising the area where the concern occurred.
2. If further information is needed, please schedule a meeting with the program site director complete a Parent Concern form.
3. If further information is still needed, please schedule a meeting with a Central Office Supervisor.
4. If still further information is needed, please submit the concern in writing to the SHADES 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. Thank you for your cooperation during these times.

SITE CONTACT INFORMATION

Site Location _____

Site Director _____

Site Telephone Number _____

Site Director e-mail _____

Notes:
