

Parent Handbook

2026-2027 School-Year



SHADES of Development

LEAPS & 21st Century Extended Learning Programs

Safe

Healthy

Adventures

Developing

Essential

Skills

Dear Parents,

SHADES of Development invites students, ages 3 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 academic supports. 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

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.

Date and Times

The SHADES of Development program begins the first day of school for children in first through 8th grade. The PreK and Kindergarten program begins the third week of school when PreK and Kindergarten classes meet full-time. SHADES operates from 1:15PM to 6:00 PM Monday through Friday for PreK and 2:45PM to 6:00PM for K-5th on regular school days. The program operates from school release time 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, Good Friday and the Monday following Good Friday. SHADES is open on all early release days. SHADES is open at select locations on most teacher in-service days and 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

SHADES of Development will not be open on days that the Knox County Schools Central Office is closed. This policy is dictated by our contract with Knox County Schools. KCS may be canceled school up to five days due to inclement weather/illness before SHADES fees will be altered.

DOE/DHS

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

The SHADES LEAPs and 21st Century 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 posted on the SHADES website at www.shadesofdevelopment.org for a full copy of DOE/DHS guidelines and program requirements.

Program Content

SHADES of Development believes in adventure learning which challenges and encourages children in each of the four developmental domains through hands-on experiences connected to real-world applications. The SHADES curriculum is grounded in the three foundational pillars of Creative Arts, STEM and Healthy Lifestyles. The SHADES PreK curriculum is based on bi-weekly themes, while the SHADES K-8th curriculum promotes progressive skill development in social, emotional, physical and cognitive competencies, utilizing a club-based format.

All Student Programming

All students that participate in the SHADES program are offered the following activities at some point during the day.

Free Choice Learning Centers

Free choice learning centers is a time that students PreK - 8th grade can self-select to explore materials in Creative Arts, or STEM. Snack and physical fitness are also offer each day. K-8th grade students are also offer homework help.

Creative Arts

Creative Arts centers include dramatic play; writing, drawing and sculpture; reading; and language activities. The activities in this area help develop creativity, cooperation, socialization, and academic competency.

STEM

STEM centers including science, technology, engineering and math. The activities in this area help promote problem-solving, creativity, cooperation, and academic competency.

Healthy Lifestyles

PreK students have an opportunity to participate in freeplay on the playground each day weather permitting. K-8th grade students are offered a mix of self-directed and teacher directed activities on the playground and in the gym each day.

Snack

SHADES provides a healthy snack each day to students. All snacks meet the USDA Food Program and the Nutrition Education Activity Training (NEAT) guidelines. Students are not permitted to eat snacks from home during SHADES. Please make your site director aware of any food allergies that affect your child.

Homework

Children in K-8th grade 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.

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.

PreK Only Programming

SHADES PreK programming includes Large Group, Small Group and Physical Fitness.

Story Time

This is the time during the day that children have the opportunity to relax their bodies and their minds while they rest on a mat. A SHADES staff member introduces children's literature through ongoing readings of children's books. This time allows the children to recharge from their school-day. Non-sleepers have the

opportunity to develop imagination and comprehension skills, as well as, an appreciation for reading and language.

Large Group

This is the time during the day when PreK Specialist introduce learning objectives through songs, storytelling, demonstrations, call and response, interactive activities, and children's literature. Children discuss theme related topics, share ideas, build peer relationships and work on theme related activities.

Small Group

During small group 2-4 children work with a PreK Specialist to develop their kindergarten readiness skills through an adventure learning format. Small groups activities include, creative arts (reading, language arts, performing arts, visual arts, culture and history), STEM (science , technology engineering and math) and Healthy Lifestyles (fitness, sports, wellness and nutrition).

Kindergarten- 8th Grade Only Programming

Clubs

SHADES of Development offers K-8th grade students special interest clubs that allow children to explore their unique interests. The club activities are structured to provide more individualized instruction in:

Creative Arts Clubs include performing arts, visual arts, public speaking, debate, creative writing and literature.

STEM Clubs are grounded in science, technology, engineering and math.

Healthy Lifestyle Clubs include, sports, fitness, nutrition, social/emotional competency, emotional and physical wellbeing, and safety. Healthy lifestyles clubs challenge children's physical limits and agility, while encouraging cooperation, teamwork, and rule play.

Clubs offered are based on the children's interests and the talents of the SHADES staff members.

Tutoring Program

Select sites offer a tutoring program funded in part by the LEAPs or 21st Century grants. Tutoring offers skill development in English Language Arts, Reading, and math. In addition students are offered homework assistance, a peer reading program, and a peer mentoring program.

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.

SHADES Staff

Each SHADES staff member is involved in intense orientation training. The orientation training offers CPR, first aid, concussion recognition and treatment, 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.

Field Trips

At times, SHADES of Development may plan to go on field trips 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 field trip and transportation. Field trips are optional, so please remember to sign-up for the field trip through the Google Survey. Please have your child wear a green shirt and tennis shoes on field trip days. Remember to pack a lunch. Field trip transportation will be provided by an independent contractor authorized to serve Knox County Schools.

Releases

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

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.

Parent Volunteer Service

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.

Parent Involvement also includes actively participating in requested parent conferences. If your child is struggling to be successful in the SHADES program, your site director will request a parent conference early and often to develop a plan of action. Please Note: SHADES is unable to provide one-on-one care. SHADES is also unable to provide care

for students that elope. A student eloper is a student who leaves a supervised classroom, designated area, or school campus without permission.

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 alternative day services, parent surveys, child surveys, parent conferences, and the Program Advisory Committee. 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. ***The Engage App is a requirement of participation.***

Drop-Off and Pick-Up Procedures

Regular School and Early Release Days

On these days, children enrolled in SHADES will be received by a SHADES of Development staff member 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 full-day service, 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. Each authorized drop-off person will be issued their own unique pin numbers. Please do not share your pin numbers with other authorized drop-off persons for your family. Child sign-in is for the safety and security of your child. Children should be signed in prior to 9:00 AM on full-day service days.

Children not attending SHADES for the day

Please call or message the SHADES program by 10:00AM 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 each day. Our building is secure and all of our staff members are busy accounting for, and caring for your child(ren) between school release and 4:00PM. There will not be anyone available to assist you with pick up between school release time and 4:00PM. If you need to pick your child up prior to 4:00PM please pick your child up in the school pick up line for the day.

A designated sign-out staff member will be available from 4:00-6:00pm each day to assist you with sign-out. Please adhere to our designated pick up times for the smooth functioning of our programs and the safety of your children.

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 and assigned unique pin numbers in our Procure system to sign out your child. Please do not share your pin numbers with other adults you designate to pick up your child. Unique pin numbers allow us to identify exactly who picks up your child each day. 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 6:00PM each day. Children left in the care of SHADES after 6:00PM will be charged a \$1.00 per minute/per child late pick-up fee. If your child has not been picked up by 6:00PM 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 10:00AM if your child will not be attending SHADES for the day.

Medication Policy

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

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 predetermined 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.

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.

Discipline Policy

We feel that all of the children at SHADES 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.

If your child is struggling to be successful in the SHADES program, your site director will request a parent conference early and often to develop a plan of action. Participation in requested parent conferences is required in order for your child to continue attending SHADES after a concerning behavior incident.

SHADES is unable to provide one-on-one care. SHADES is also unable to provide care for students that elope. A student eloper is a student who leaves a supervised classroom, designated area, or school campus without permission.

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 happen, 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, suspension or dismissal from the program may result.
8. SHADES has the right to suspend or terminate services at will. Please note: the SHADES Expulsion Policy is available on our website.

Fee and Payment Policy

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 or 21st Century grant at qualifying sites; 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 DHS Childcare Assistance programs through the [OneDHS Customer Service Portal](#). You can quickly screen for eligible services through Benefits Kitchen 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 at grant qualifying sites while funds last to families in need. 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 enrollment to help us determine your eligibility to participate in the program. Families that qualify for financial assistance may receive assistance for weekly tuition. Financial assistance is made possible in part by LEAPs and 21st Century grant funding.

Registration

There is a \$25.00 per child or \$50.00 per family 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. Tuition Express auto payments make paying easy and on time each week. Please choose the payment option best for you. Participants that pay by check, money order, POS will be billed weekly. SHADES does not accept cash.

Late Payment Fees

Although fees are due on Monday of each week, SHADES offers a grace period until 6:00PM Wednesday of each week to make payments. There is a \$5.00 late payment fee for payments received after 6:00PM 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 closes promptly at 6:00PM each day. Our dedicated staff have their own family commitments to attend to each evening. Please plan ahead and respect the time of the SHADES staff by picking up on time. In the event you are late to pick up, SHADES 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 school closures due to holidays, illness or inclement weather. SHADES also does not charge extra for early in-service or release days; however, sign up is required for these days. Fees remain constant throughout the school year with the exception of Fall Break, Spring Break. Monday, Tuesday and Wednesday of Fall Break and Spring Break are optional and required an additional fee. Please call SHADES by 10:00 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 your account will be debited weekly on Mondays. Simply fill out the electronic transfer form to start the electronic fund transfer process. New forms must be completed each session.

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

Please be proactive and speak to your site director prior to entering termination status should you experience financial difficulties. SHADES will try to work with you in any way possible; however the appropriate steps must be followed. Again we appreciate your commitment to support and sustain the SHADES Extended Learning Program through DHS Childcare Certificate Programs and parent ability to pay fees.

In-Service and Early Release Days

SHADES of Development will be open on in-service and early release days. There is no additional fee for these days; however, your children must be signed up through the Google Sign-Up link in order to attend. These days are difficult to staff since our regular staff typically have morning commitments. Please help us continue to be able to provide services on these days by accurately sharing your intention to send your child on these days. Signing up allows us to adequately plan and staff for these days. Please remember that if you do not complete the survey through the link to attend a full-day or early release day, your child will not have a space.

Early Release Days

All schools provided services on early release days. SHADES received PreK students at 10:15AM, Elementary students at 11:15AM and Middle School students at 12:15PM.

In-Service Days

Select locations provide services on in-service days. In-service day hours of operation are 7:00AM to 6:00PM. Children must be signed in by 9:00AM on full days.

Lunch and Drink

Children must bring a lunch and drink from home on early release and in-service day care. No carbonated beverages or glass containers please. Microwave and refrigeration access is not available, so please pack a shelf-stable lunch for your child.

School Holidays - Vacation Policy

SHADES of Development is open at select locations Monday, Tuesday and Wednesday of Fall and Spring Break. There is an additional fee for participating families. Families that do not sign up to attend Fall or Spring Break will not be charged for those weeks. There is no charge for full weeks that SHADES is closed during Mid-Winter Break. If SHADES is open one or more days during a calendar week, fees are due as usual.

SHADES does not alter fees for partial weeks. SHADES does not charge more for in-service days and early release days, and does not charge less for days closed, making weekly rates consistent throughout the entire school year. SHADES has five (5) inclement weather days built in the schedule; therefore, fees are not altered unless SHADES is required to close six (6) or more days for weather or illness. SHADES must close if KCS closes for inclement weather or illness. Fees are not altered for days missed due to vacation, family emergency or personal illness. You are reserving a space in the program regardless of attendance.

Terminating Services

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.

Parent 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. 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. Attend any requested parent staff conferences.
7. Share concerns in private in a respectful manner.
8. Check their parent mailbox and Engage messages each day.
9. Read newsletters and statements sent out by SHADES.
10. Know about any change in policy or procedure.
11. Provide (5) hours of volunteer work at SHADES during the school-year
12. Work with SHADES to replace any equipment that their child is responsible for damaging due to misuse.
13. Complete the Google Survey for full-day services.
14. 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.

Child 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. Be respectful to SHADES personnel through thought, word and deed.
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.
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. Show respect to peers; refrain from bullying behavior

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 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
