

Before and After School Parent & Participant Handbook



Welcome to West Chicago Park District's

Before & After School Program!

Our program strives to encourage children in K to 5th grade to laugh, make friends and be active every day. We understand how hectic being a parent these days can be and with that in mind, we are here to offer your child a before/after school experience they won't forget! You can be confident your child is in a nurturing environment and being given the opportunity to explore new adventures. We strive to create and foster positive experiences through play, and exciting activities.

Our counselors are positive role models whose primary goal is to make each day a special one! Counselors spend time getting to know each child and will always encourage and be supportive. You can be rest assured your children are being cared for by fun, interactive counselors.

You can expect your child to make more friends, have more fun, and spend more time smiling in the Before and After School Program!

If at any time you have any questions, comments or concerns about our program, activities, policies or personnel please feel free to contact us.

Thank you,
West Chicago Park District

Program Hours and Locations

ARC Center-for D33 students

201 W. National St.

West Chicago, IL 60185

- Before School: 6:30-start of school
- After School: school dismissal-6pm

Norton Creek Elementary School-for Norton Creek Students

2033 Smith Road

West Chicago, IL 60185

- Before School: 7-start of school
- After School: school dismissal-6pm

Daily Schedule

In efforts to make our program more efficient and structured, we will be following a set schedule daily. Having a set schedule in place gives children a sense of security, and helps children develop self-discipline.

Before School

7:00am	Small group games
8:00am	Large group games in gym or playground
8:30am	School begins

After School

3:00pm	Snack
3:30pm	Homework/Quiet time
4:00pm	Choice of activity, game or craft
5:00pm	Free play until pick up
6:00pm	Last pick up time

Please bring everyday...

- Gym shoes
- Water bottle
- Snack

Registration Procedures

Required paperwork is due at the time of registration. Registration is accepted throughout the school year. Register by the 15th of the month prior to your desired start date.

For example, if you would like your child to begin the program on November 1st, registration will need to take place no later than October 15th.

Schedule Changes

We understand conflicts arise from our hectic schedules! Any desired changes to an existing schedule for the Before and After School Program will have to be made 2 weeks prior to the date needed. A cancellation form is to be filled out and either emailed to jshipp@we-goparks.org or handed in to the Front Desk at the ARC Center. A copy of this cancellation form is at the end of this packet.

EFT Procedures

All EFT payments will be processed on the 1st of each month. Parents are responsible for updating their credit/debit card that is linked for the Before or After School Program. Parents can access their credit/debit and update any card information online at www.we-goparks.org.

In the event of an EFT decline, you will be notified via email. Any declined payment is due in full no later than the 7th of the month.

Late Fee: A \$35 late fee will be applied on the 8th of the month if payment is not received.

Persistent Decline: In the event of persistent EFT declines, you will be notified by the Recreation Supervisor. After three EFT declines, you will be removed from the EFT program and be required to pay the remainder of the program fees in full no later than the 12th of that month.

Removal: If payment, along with late fee, is not paid in full by the 12th of the month, you will be removed from the program.

Fees

Before School - \$5.25 per day

After School - \$10.50 per day

Special Needs

If your child has any special medical, physical, psychological, and/or emotional needs, or receives any special services from their school district, please list them in detail on your required paperwork. Lack of information may adversely affect the Park District's ability to accommodate the needs of your child and may necessitate that participant's removal from the program. The West Chicago Park District is not responsible for any injuries, complications, damages, or losses due to withheld information. All participants must be toilet-trained and are responsible for all of their own toileting needs (i.e., fastening own clothing). Please note - special needs support (i.e. WDSRA), requires a minimum 3 week notice prior to participant's start date.

Quiet Time and Homework Time

In our After School Program, there will be an allotted time slot where homework is the number one priority. Our counselors are in place to monitor the children at this time and help out with homework when needed. Our counselors will help with homework to the best of their ability, however it is encouraged that parents/ guardians check their child's homework. If your child does not have homework on any given day, they will be participating in quiet activities during this time, such as coloring, reading, and puzzles. If your child has not completed their homework after the allotted quiet time, they will be responsible for completing their homework after our program.

Drop-off Procedures

Staff is not permitted to accept participants before the allotted start time. When dropping off your child(ren) you must escort them into the building. Each child must be signed in by a parent or authorized individual.

Pick-Up Procedures

Only parents or authorized individuals will be able to sign your child out. In addition, anyone signing out a child must be at least 16 years of age or older. Please be prepared to show an ID whenever picking up a child. Counselors will no longer ask for an ID as the program progresses and they become more familiar with child(ren)'s guardians. It is good practice to have your ID on you when picking up in case we have new counselors start in the year.

Snack

After school participants are encouraged to bring their own nut free snack to the program every day.

Site Cell Phone

Each Before/ After School site will have a designated site cell phone. This phone number will be distributed to parents at the beginning of the school year. This cell phone does receive text messages. When leaving a voicemail, please include the date, time, and best number to reach you.

Emergency Pass

The Emergency Pass is a great option if you're ever in a bind. Emergency Passes are valid for the current school year. All Emergency Pass users must request approval from the Recreation Supervisor by 12pm the day of for After School and by 5pm the day prior for Before School.

THIS OPTION IS ONLY VALID FOR NORTON CREEK D303

D33 can only utilize this option if their child is a regular part of our bussed program

Fee: \$100 for 5 punches

Late Pick Up

If you are unable to pick up your child(ren) by 6pm, a late pick-up fee of \$20 will immediately apply. An additional \$1 will be charged per minute. If running late, please be courteous of our counselors' schedules and call the site immediately to notify them.

Absence

If your child(ren) will be absent from Before or After School please call or text the designated site cell phone OR email Jenni Shipp jshipp@we-goparks.org . If your child is showing any symptoms of being ill, we ask that you be respectful to the other participants and keep them home. We also strongly encourage you to notify your child's school of the change in schedule.

Parental Notification of Accident/ Incident

Counselors will administer basic first aid for any injury that may occur. All accidents and incidents will be documented. Parents will be notified of any minor injury at time of pick-up. In the case of a moderate or serious injury, parents and/or emergency contacts will be contacted immediately. If necessary, emergency transportation will be contacted.

Dispensing Medication

Strict standards have been put in place regarding the dispensing of medication to participants. These steps must be taken if a participant is required to receive medication during program time. This includes restrictions for cough drops, vitamins, pain relievers, and over-the-counter or prescription drugs. If your child uses medication that is stored in a school nurse's office, you will need to provide additional medication since we do not have access to that medication.

Parents/Guardians are required to complete the West Chicago Park District Dispensing of Medication Procedures packet for any and all medication to be administered to participants by park district staff or by the participant himself/herself.

Inclement Weather & Outside Activities

The before and after school program will not run if the school district cancels school due to inclement weather. After school will not take place if the district cancels all after school activities. Before school will not take place if the district has a delayed start.

Sign up for Rainoutline.com for all program changes/updates

Toys, Electronics, Etc.

We discourage participants from bringing toys, cell phones, electronic devices or other personal belongings to the program. We are not responsible for any personal item that are lost or stolen.

Discipline

It is the belief of the West Chicago Park District that discipline should only be used when children are a threat to themselves or others. Methods used to encourage appropriate behavior include positive reinforcement and removal from the group for a short period of time. Parents will be notified of any behavior problems. A meeting will take place with the parents and program manager after repeated incidents. If behavior is seriously affecting the program or the safety of others, parents may be asked to make other arrangements.

If a child physically or verbally abuses a staff member, the child's parent(s) will be called immediately and the child will need to be picked up immediately and will serve an immediate suspension from the program

The following incidents will be cause for child to be picked up immediately and will serve an immediate suspension from the program

- Any negative physical contact
- Stealing
- Intentionally destroying park district or host site property
- Entering restricted areas of host site
- Disrespect towards staff
- Foul or abusive language
- Bullying of other children
- Bring weapons, real or fake, to the program

Code of Conduct/Participant and Parent Responsibilities

To ensure an enjoyable and safe program for all participants, we have developed a behavior code:

1. Show respect to all participants, staff, and volunteers. Participants should follow program rules and take direction from staff
2. Refrain from using abusive or foul language
3. Refrain from threatening or causing bodily harm to self, other participants, staff, or volunteers
4. Show respect for equipment, supplies, and facilities
5. Not possess any weapons

Additional rules are developed for specific programs, as deemed necessary by staff. The behavior required of participants and stated in the policy listed above applies to all parents, friends, relatives, or others accompanying the participants to any Park District program. The West Chicago Park District reserves the right to dismiss a participant whose behavior endangers his or her own safety or the safety of others.

Parent Responsibilities

- Communicating your child's needs with staff
- Dropping off and picking up your child on time and signing them in/out
- Communicating any changes that pertain to your child with staff
- Ensure all participant information forms are filled accurately and completely filled out prior to the first day of program
 - We will not allow children to participant if forms are not completely filled out prior to programs

Participant Responsibilities

- Be Respectful
- Be Responsible
- Be Safe
- Have Fun

REFUND/TRANSFER REQUEST FORM



Name _____ Phone Number _____

Address _____ City _____ Zip _____

E-mail _____ Reason for refund/transfer request _____

Refund Guidelines

The West Chicago Park District strives for positive experiences and excellence. If for any reason you are not satisfied with a program or service we will do what we can to earn your satisfaction, a staff member will contact you within 3 days of the receipt of this completed form.

- A full refund or transfer will be given if the Park District cancels a program.
- All withdrawals or transfers initiated by the participant must be approved by the program supervisor.
- Refunds or credits requested after the start of class will be prorated for classes held.
- No refunds will be granted after 50% participation has occurred.
- Refunds will be issued in the form of a check or credit card (depending on the method of payment), or a household credit balance.
- There are NO cash refunds. If a program fee is \$10.00 or less, a household credit balance will be given.
- Check refunds may take up to 5 weeks and credit card refunds may take 1-2 weeks.
- Fees for trips will be refunded only if a seat is resold to a participant on the waitlist.
- Event tickets are non-refundable.
- Preschool and Before and After School program deposits are non-refundable.
- Fitness and Track memberships require a 1 year commitment.
- EFT cancellations must be made prior to the 20th of the month.
- Pool passes are non-refundable and non-transferable.
- Sports participants will not receive a refund after being placed on a team.

Program				
Participant Name	Program Name	Program Code	Start/End Date	Fee / EFT

Membership				
Member Name	Membership Type	Start/End Date	Annual Fee	EFT

Select One ☐ Apply to household ☐ Issue a refund ☐ Transfer

For Office Use Only

Refund Approved ☐ Yes ☐ Pro-rated ☐ No (reason) _____

Program Amount Paid _____

Refund entered by _____

Less # Of Classes Attended (\$ amount) _____

Date Submitted _____

Total Refund _____

Date Entered _____

Supervisor's Signature _____

For Transfers Only

Refund Amount _____ + New Class Fee _____ = Total Amount Due _____

FORMULARIO DE REEMBOLSO O TRANSFERENCIA



Nombre _____ Numero De Tel _____

Domicilio _____ Ciudad _____ C. Postal _____

Correo Electronico _____ Razón por la solicitud de reembolso _____

Normas De Reembolsos

El "West Chicago Park District" se esfuerza por proveer experiencias positivas y excelencia. Si por alguna razón usted no está satisfecho con un programa o servicio haremos lo que podamos para ganar su satisfacción. Un miembro del personal lo contactará dentro de 3 días después de la entrega de este formulario.

- Un reembolso completo o transferencia será dado si el West Chicago Park District cancela un programa.
- Todas las cancelaciones o transferencias iniciadas por el participante deben ser aprobadas por el supervisor del programa.
- Las devoluciones o créditos solicitados después del inicio de la clase serán descontados por las clases ya tomadas.
- No se otorgan reembolsos después de que se haya ocurrido más del 50% del programa.
- Los reembolsos se emitirán en forma de cheque o tarjeta de crédito (dependiendo del método inicial de pago), o se dará un crédito a la cuenta del hogar.
- No hay devoluciones en efectivo. Si un programa tiene un costo de \$10 o menos, se dará un crédito a la cuenta del hogar.
- Reembolsos de cheques pueden tomar de 3 a 6 semanas y los reembolsos de tarjetas de créditos pueden tomar de 1 a 2 semanas.
- Los costos de viajes serán reembolsados solo si el lugar es remplazado por alguien en la lista de espera.
- Boletos de eventos no son reembolsables.
- Los depósitos de los programas de Antes y Después de escuela y Prescolar no son reembolsables.
- Las membresías de ejercicio y pista de caminata requieren un año de compromiso.
- Cancelaciones de pagos automáticos deben ser peticionadas antes del día 20 del mes previo.
- Los pases para la piscina no son reembolsables o transferibles.
- Participantes de deportes no podrán recibir reembolso después de ser colocados en un equipo.

Programa				
Nombre del Participante	Nombre del Programa	Codigo del Programa	Fecha Comienzo/Fin	Costo/EFT

Membresia				
Nombre del Miembro	Tipo de Membresia	Fecha Comienzo/Fin	Costo Anual	EFT

Seleccione Uno ☐ Credito A Cuenta Del Hogar ☐ Reembolso ☐ Transferencia

Solo Para Uso Oficial

Reembolso Aprobado ☐ Si ☐ Descontado ☐ No (razón) _____

Cantidad Pagada Por El Programa _____ Reembolso Procesado Por _____

Menos el # De Clases Atendidas (\$ cantidad) _____ Fecha Entregada _____

Reembolso Total _____ Fecha En El Sistema _____

Firma Del Supervisor _____

Para Transferencias Solamente

Cantidad De Reembolso _____ + Costo De Nueva Clase _____ = Cantidad Total A Deber _____