

# PARENT HANDBOOK

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**2017-2018 SCHOOL YEAR**

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# SHADES of Development

**LEAPS Enrichment 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 Afterschool Enrichment offers a tutoring program. "This project is funded under an agreement with the State of Tennessee."*

*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 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 care provider.*

*Sincerely,*

*Sindy Dawkins-Schade*

Notes:

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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 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 closed on KCS holidays based on our annual contracts with KCS. SHADES is open on all 1/2 days and teacher in-service days once school begins. 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 Central Office is closed due to the fact that building security and maintenance are not available on those days. We apologize for the inconvenience; however, the safety of the children and the security of the school facility guide this decision.

## 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 included in your parent packet for more information about child care licensing requirements.

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. Stay with their buddy on field trip days.
11. Respect 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 SAC 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.
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.

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 Human Services. 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 \_\_\_\_\_

- 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. Sign their child up for full-day care days.
  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**

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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 dramatic.
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.

## **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 based on bi-weekly themes that promote 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, a peer mentoring program and enrichment classes. 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.

### **Physical Fitness**

SHADES of Development offers children a mix of adult-directed and self-directed opportunities for physical exercise through play in the gym and on the playground. The activities challenge children's physical limits and agility, while encouraging cooperation, teamwork, and rule play.

### **Special Interest and Enrichment Activities/Clubs**

SHADES of Development offers special interest activities that allow children to explore their unique interests. The special interest activities are structured to provide more individualized instruction in art, music, science, drama, literature, dance, culture, and sports. 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.

**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. (PreK and 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.

**Character Education**

SHADES weaves character education and anti-bullying lessons and skills into all areas of the SHADES program, by taking advantage of teachable moments during activities and social interactions.

**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.

**FIELDTRIPS**

At times, SHADES of Development will plan to go on fieldtrips during full-day care. 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 the field trip permission sheet as well as the full-day attendance sheet if you would like your child to be able to attend the fieldtrip. 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 buses owned and operated by SHADES of Development.

**VACATION POLICY**

Although SHADES of Development does not alter fees for missed days, there is no 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 these weeks unless you choose to participate. Please consider planning your vacations around these school holidays.

All other 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 or 1/2 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 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 if their child is misbehaving 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

**Declined Electronic Transfers**

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

**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 and Money Orders**

SHADES of Development does accept checks and money orders.

***SHADES of Development does not accept cash.*** Accounts that fall two weeks behind in payment will result in suspension of service. Customers that continually pay late may be terminated from the program.

**Returned Checks**

There will be a \$20.00 return check fee automatically added to your account should a check be returned for any reason. Return checks balances must be cleared immediately by money order. Two returned checks in one school year will require all further payments be made by money order.

**IN-SERVICE DAYS**

SHADES of Development will be open on in-service days. There is no additional fee for in-service days; however, your children must be signed up one week in advance 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 one week in advance, your child may not have a space. The hours of operation for full-day care 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.

**RELEASES**

SHADES of Development tracks academic records and assessments for grant reporting purposes. SHADES of Development also documents activities and events through pictures and videos. 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.

**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 encouraged to observe and/or participate in the SHADES program and in program activities whenever possible. If you have a special talent or occupation that you would like to share with the children in the program, please let the director know and she/he will be delighted to arrange a time for you to do so.

**Parent Involvement Survey**

In your packet you will find 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.

**Parent Advisory Council**

The Parent Advisory Counsel helps evaluate and guide the program policies and content. We need you! Please consider serving on the Parent Advisory Council.

**Silent Fundraising**

Please support SHADES by taking advantage of the silent fundraising opportunities available. They are quick and easy.

1. Connect your Ingles card to SHADES
2. Connect your Food City card the SHADES
3. Connect your Kroger card to SHADES
4. Make Amazon purchases through AmazonSmile selecting SHADES as your charitable organization.

## 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 a program greeter, newsletters, a parent communication book, parent mailboxes, account accessibility and e-mail messages via the computer, full-day care sign-up sheets, parent surveys, child surveys, parent conferences, and a parent advisory counsel. 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.

## DROP-OFF AND PICK-UP PROCEDURE

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### Regular School Days

During regular school days, SHADES of Development staff members will pick up children enrolled in the SHADES program at designated pick up points in each wing of the school. SHADES staff will take role at that time.

### Full-day Care Drop-off

During full-day care days, you or an authorized sign-in/sign-out person must walk your child in to the SHADES sign-in area and sign your child in using the finger print recognition system. Failure to sign children in to the program may result in loss of full-day services. Children should be signed in by 9:00 AM on full-day care days.

### Children not attending SHADES for the day

Please call the SHADES program by 12:00 PM 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

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.

### DHS Voucher Funding

DHS Voucher funding is accepted. Families that qualify for Families First child care vouchers are expected to seek funding through DHS at (865) 594-6151. Vouchers must be submitted upon registration. 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 - (Pending continuation of grant funding)

SHADES of Development offers financial assistance, at our grant sites, to families based on household income and number of household dependents. Financial Assistance is only available for families participating in the full week (five day per week) program. Please complete a SHADES Financial Aid Form to see if you qualify for funding. 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.

## FORMS OF PAYMENT ACCEPTED

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### 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 and your account will be debited each Tuesday.

#### *Bi-monthly payers*

For bi-monthly payers, the transfer will be submitted on the 1st and 15th of the month and your account will be debited on the 2nd and 16th.

#### *Monthly payers*

For monthly payers, the transfer will be submitted on the 5th of each month and your account will be debited on the 6th 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.



# FEES 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 Grant 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 Enrichment program available and accessible to the community.

Please complete a SHADES financial assistance form to help SHADES determine your family’s ability to pay.

### Registration

A \$25.00 per child 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. Registration paperwork and fees must be submitted 48 hours prior to your child’s start date.

Financial assistance and scholarships are available.

### 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

There is a grace period until 6:00 PM Wednesday of each week to make payments. Payments received after 6:00 PM Wednesday of each week (regardless of your child’s attendance Monday - Wednesday) will be charged a \$5.00 late payment fee. A \$5.00 late payment fee will also be applied each week to accounts with outstanding balances. This policy helps 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 - Special LEAPS rates apply

Pending renewal of our grant funding special rates apply for full week participants. In order to meet our grant goals and show significant outcomes, your child should attend everyday for at least 2 hours. Partial week and drop in service are available; however, participants seeking financial assistance must participate in the 5 day per week Plan A program.

### 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. Late fees also apply to the 4:30 PM pick-up programs.

### 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 assess 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 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 12:00 PM if your child will not be attending SHADES for the day.

## MEDICATION POLICY

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If your child needs to take any type of medication while at SHADES of Development, you must complete a medication form. Medication must be given directly to a SHADES staff member and the medication must be in its original container with your child 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, sun screen, and medicated ointments. Medication forms are available 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, SHADES of Development owns and operates a bus for evacuation transportation. SHADES of Development will activate the SHADES calling tree in order 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. *Cussing, hitting, or verbal abuse directed at a child or a staff person may result in immediate suspension of your child from SHADES of Development.* SHADES considers back-talking, arguing with SAC Specialists, 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. TIME OUT is used as a cooling off period. TIME OUT: the child is asked to sit quietly without participating with the group for a short period of time. After the problem has been discussed between a staff person and the child, the child may reenter the group.
  5. 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. Documentation of the problem will be sent to the parent if the problem persists.
  7. If these techniques are not successful, a parent/director conference will be called.
  8. Suspension or dismissal from the program may result if behavior problems can not be rectified.

## 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.