



TOWN OF HEBRON  
PARKS & RECREATION ENRICHMENT PROGRAM  
PROGRAM PHONE #: 228-4180  
PARKS & RECREATION OFFICE PHONE #: 860-530-1281  
[WWW.HEBRONCT.COM](http://WWW.HEBRONCT.COM)

# **PARKS AND RECREATION ENRICHMENT PROGRAM (PREP)**

## **PARENT HANDBOOK 2016/2017**

**Town of Hebron**  
**Parks and Recreation Enrichment Program**  
**(PREP)**

**@ Gilead Hill School**

Hebron PREP:  
580 Gilead Street  
Hebron, CT. 06248  
**860-228-4180**

**Important phone numbers and addresses:**

Parks and Recreation Office: 860-530-1281  
148 East Street  
Hebron, CT. 06248  
Mailing Address: 15 Gilead Street

Parks and Recreation FAX:	860-228-5912
Parks and Recreation Website:	<a href="http://www.hebronct.com">www.hebronct.com</a>
Rich Calarco, P&R Director:	<a href="mailto:rcalarco@hebronct.com">rcalarco@hebronct.com</a>
Rich Gadoury, Recreation Manager	<a href="mailto:rgadoury@hebronct.com">rgadoury@hebronct.com</a>
Steven, Bakowicz, Recreation Supervisor	<a href="mailto:sbakowicz@hebronct.com">sbakowicz@hebronct.com</a>
Kelly Bindert, Administrative Assistant	<a href="mailto:kbindert@hebronct.com">kbindert@hebronct.com</a>

**Federal ID # for tax purposes: 06-6002015**

**Program Hours:**

<u>School Year</u>	AM	6:45 AM - 8:15 AM
	PM	3:00 PM - 6:00 PM

School Vacations & Staff Development Day's 6:45 AM - 6:00 PM

\*Separate registration required, also there is an additional fee for School Vacations Week's and Staff Development Day's.

**Programs Available:** Before School Care  
After School Care  
Staff Development Day Program  
Vacation Program

**Ages Served:** Children in grades Pre-K-6<sup>th</sup> Grade

Welcome to the Hebron **Parks and Recreation Department Enrichment Program** (PREP) located at the Gilead Hill Elementary School. Our Program is run through the Town of Hebron, Parks & Recreation Department.

**Our Philosophy, Goals and Objectives are as follows:**

The Town of Hebron Parks & Recreation Enrichment Program is intended to provide a safe, stimulating, developmentally-appropriate environment for school-age children during the hours before and after the elementary school day when parents cannot be home to care for them. In the activities that we plan, the special events that we set up, and the day-to-day running of the classroom, the children and families come first.

**Our main goal is as follows:**

To provide a supportive, nurturing environment in which school-age children can develop socially, emotionally, and physically, by encouraging positive self-esteem, self-respect, and problem-solving skills. Children will be well supervised while they participate in creative, artistic, athletic, recreational, social, and/or other fun, quality activities!

We will offer you access to a wide spectrum of family-oriented services. We work closely with school personnel to ensure a smooth transition for your child from school to PREP and vice versa. We also encourage daily verbal communication with families, as well as communication through your PREP mailbox, by phone, newsletters, e-mail, and family /teacher conferences when needed. If there are services or programs that you would like to see developed or that you would like to participate in, please talk with the staff -- we value your input!

**Our mission statement is as follows:**

To provide safe hours before and after school in which children, will learn, grow, and develop. We are excited to offer a childcare program for children attending kindergarten through sixth grade, in keeping with this mission.

Again, we welcome you and your family to our program. We look forward to working with you and your child!

**Please Note:** Although the Hebron Parks & Recreation Department Enrichment Program is located at Gilead Hill Elementary School, it is run by the Town of Hebron, Parks and Recreation Department. All questions concerning the program, and all information requests, should be directed to the Recreation Manager. **The Gilead Hill Elementary School office is not the place to call for information regarding this program.**

The following are summaries of our general policies for parents and families. If you have questions or are unsure of anything, please let the staff know, and we will do our best to help you!

## **Admission**

Admission to Parks and Recreation Enrichment Program is open to all children who are enrolled in grades Pre-K through 6 and are residents of Hebron. We do not discriminate based on age, sex, race, color, ethnicity, handicap, or religion.

Children may be enrolled for:

- five mornings per week for before school care, 6:45am-8:15am
- five afternoons per week, 3:00pm-6:00pm

**We do not offer part-time care, and all children must enroll for 5 days/week.**

Siblings of children attending the program will have preference in admission.

Children who attend the program during a given year will have preference in admission for the following year.

Our admission is on a first come, first served basis. When the program is at maximum enrollment, a waiting list will be kept for only the current school year. As vacancies occur, families will be contacted and given the option to enroll at that time. Should the family decline the available opening, their name will be removed from the list. Families who do not gain admission during the current school year, may re-new their waiting list status beginning on the last day of school (mid-June), for the next school year.

## **Registration Fee**

All applications must be completed and submitted with a \$100/\$150 deposit per family if accepted into the program. If you are accepted into the program the \$100/\$150 deposit will be applied to your first month tuition with the September balance due August 15<sup>th</sup>, 2016. **(No registration will be accepted with out the completed Bus Form).**

## **Hours of Operation and Calendar**

Parents will receive a separate page upon registration, detailing the exact days and hours of the program's operation for each operating year. The schedule varies, due to different school vacations, and holidays, but generally the program will operate both before and after school, from 6:45-8:15 AM and 3:00-6:00 PM on days school is in session, and from 6:45 AM-6:00 PM during school vacations. The program is closed on town holidays, and you will receive a closing schedule each year upon registration, reflecting the dates on which holidays will be observed. We will be closed on days that Hebron Public Schools cancel school due to snow or other emergency conditions. (See also Snow Policy)

## **Vacation**

Each family will be allowed to schedule two full weeks of vacation each year, with a year being considered as running September through June. There will be no tuition due for these weeks, as long as a minimum of **two weeks advance written notice or email** of vacation scheduling is given to the Recreation Manager. Families may choose to take additional vacation weeks beyond the two allotted, where their children will not be in attendance at the program, however they must continue to pay tuition for these weeks. If tuition is not paid for vacation weeks beyond the two allotted, the family will lose their slot in the program, and may ask to be added to the waiting list for a new slot, if desired.

## **School Vacation Weeks & Staff Development Day's**

During school vacation weeks and Staff Development Day's, the program will run from 6:45 AM until 6:00 PM. There will be a sheet posted in the program room two weeks prior to each vacation period, on which families may sign up for the vacation session on a first-come, first-served basis. In order for the program to operate during school vacation weeks, there will need to be at least ten (10) children enrolled per day, and payment must be received two weeks in advance. Please note that additional fee will be collected for these special day's.

## **Sick Days and Absences**

If your child will not be attending the program on a given day for any reason, it is **mandatory** to notify the staff by calling in the morning. The phone number at the program site is **860-228-4180**. There will be an answering machine on when staff is not available, so messages can be left any time.

## **Emergency/Inclement Weather/Snow Policy**

For late opening and emergency closing information for Hebron Public Schools, parents should listen to:

- ° Parents can also watch WFSB Channel 3, Channel 8, & FOX61 for information on snow days.

Sign up at [www.NBC30.com](http://www.NBC30.com) for e-mail notification of school cancellations/delays

It is the responsibility of parents to monitor information from television and radio sources regarding delays and closings of Hebron Public Schools, and to make alternate arrangements for transportation and/or care for their children as necessary on days when Hebron PREP is not in operation.

## **Closing or Delayed Opening**

**\*If the Hebron Public Schools are closed due to weather conditions or other emergency condition, Hebron PREP will also be closed.\***

If there is a delayed opening in the school system due to weather conditions, Hebron PREP will operate according to the same delay. If Hebron Public Schools delay one hour, then the Hebron Parks and Recreation Enrichment Program (PREP) will open at 7:45 AM instead of 6:45 AM. If Hebron Schools delay ninety minutes, then Hebron PREP will open at 8:15 AM, and if Hebron Schools delay two hours, then Hebron PREP will open at 9:45 AM.

## **Early Closing/Emergency Closing**

If there is an early closing in the GHS school system, due to weather or other emergency, then Hebron PREP will also close early.

In the event of an early closing (usually at 1:10 PM), in the school system, due to weather or other emergency, Hebron PREP will also close early; however, all of the children from Hebron PREP will be transported to the Program as usual. You will need to pick up your child from their school by 1:10 pm or from Hebron PREP by 1:30 PM, or you must make arrangements for someone else from your emergency list to pick them up. It is important for you to understand that Hebron PREP will close at 1:30 PM on such days.

We have your **Permission to Pick up and Emergency Contact Form** on file. Please double check with the people that you have listed, to make sure that they will be available and willing to pick up your child in the event of an early closing.

## **Arrival and Departure**

It is the responsibility of each parent/guardian (or other responsible adult) to escort their child each day to and from the program room. No child may be dropped off unless a program staff member is present.

## **Sign-in and Sign-out**

Each morning, an adult must sign the child into the program. Each day upon leaving, a parent or authorized pick-up person must sign the child out. Look for the sign-in and sign-out sheets to be on a clipboard in a designated area.

**No child, no matter what the circumstance, may enter or leave the program room or playground area without notifying an adult. This is an important safety rule, and is for your child's protection.**

## **Authorization to Pick-Up**

Only those people listed by a parent/guardian on our permission pick-up forms will be allowed to remove a child from the program at the end of each day. Staff will require **identification** from anyone they do not know, whether or not the child knows the person. This is for your child's protection. Parents are responsible to notify program staff in writing if their child is to be picked up by someone on the pick-up list.

If parents or authorized pick-up comes to retrieve child in an "altered state" staff will call someone from the emergency pick up list to find an alternate ride. If parent refuses to leave without child, the police will be notified.

## **Closing Procedure**

The program closes at 6:00 PM on school days, and on vacation days. (See operating schedule for further information). If a child remains at the site past closing time, at least two staff members will remain with the child.

If a child is still at the site fifteen minutes after closing time, staff will call alternate people from the emergency contacts and authorized pick up list, to have them pick up the child.

If a child remains at the site one hour after closing time, and if attempts to contact the child's parent's, emergency contacts, and/or alternate pick up people have not resulted in finding someone who can pick up the child, the police department will be notified, and the police will take over the search.

**Arriving more than 5 minutes late after closing time will result in parent being charged a late fee. (See Tuition Policy for details) Repeated late pick-ups may result in the family being asked to find care with more appropriate hours elsewhere.**

## **Health**

Children who are sent home sick by the school nurse on a given day may not attend Hebron PREP on that day.

**If the school nurse dismisses your child on a given day, it is mandatory that you call Hebron PREP to notify staff that your child will not be in attendance.**

### **Sick child**

If a child becomes ill or injured while at the program, PREP staff will assess the situation, and if necessary parents/guardians and/or emergency contacts will be called to pick up the child. If no one can be reached, PREP staff will arrange for appropriate medical treatment as necessary.

Children who are **vomiting**, who have **diarrhea**, who have a **temperature of 100.0 degrees or over**, or who show symptoms of contagious illness or disease will be sent home from the program and will not be allowed to return until the symptoms are no longer present. The child must be free of symptoms for 24 hours before sending them back to school or Hebron PREP.

**Health Information Privacy Protection Act (“HIPPA”)**. We will supply each parent with a release of information form.

### **Dispensing of Prescribed Medication and Application of Topical Non-Prescribed Medication**

#### **Policy: Prescribed Medication**

Cases where children need prescribed medication will be reviewed on an individual basis. A doctor’s written prescription must be on file with the Parks and Recreation office before any medication will be dispensed.

Only medication of an **emergency nature** will be dispensed i.e. epi-pen, inhaler, etc.

Children should not be sent to any program if they have any contagious disease, are running a fever, have cold symptoms (especially coughs) or are on medications which are apt to cause drowsiness.

**NO** prescribed medication will be dispensed without a completed and signed Doctor’s Form provided by the Parks and Recreation office.

Only those staff members who are trained may administer medication to the children enrolled in any program.

The prescribed medication must be in a pharmacy prepared container, labeled with the child’s name, the name of the medication, strength, dosage, frequency, physician’s name and date of the original prescription. The physician’s instruction must be clear and legible. It will be stored on the program site in a locked container away from direct sunlight and heat. All prescribed medication must return home with the children at the end of each year. Parents are responsible for ensuring that prescriptions have not expired.

#### **Procedure: Prescribed Medication**

Parent or guardian must list medical concern and prescribed medication at time of registration.

Parent or guardian must submit to the Parks and Recreation office a signed completed Doctor’s Order form with clear physician’s instructions. The Parks and Recreation office will provide this form at time of registration.

Parent or guardian must submit a signed authorization form for the administration of prescribed medications to the Parks and Recreation office. The Parks and Recreation office will provide this form at time of registration.

It will be the responsibility of the parent or guardian to bring the prescribed medication to the program and give it to a staff member. All medications must be returned at the end of the year to the parent or guardian.

Prescribed medication will be dispensed on an **emergency basis** by a trained staff member.

All prescribed medication will be stored in a locked area. Before dispensing any prescribed medication the staff member must check the Doctor's order against the prescribed medication container to verify that it is the same and it belongs to the child it is being dispensed to.

A prescribed medication log will be kept by date, time, signature of staff dispensing medication and comments.

### **Policy: Non-Prescribed Topical Medication**

Children should not be sent to any program if they have any contagious disease, are running a fever, have cold symptoms (especially coughs) or are on medications which are apt to cause drowsiness.

Non-prescribed and topical medications are limited to the following topical medications: non-prescription medicated powders, insect repellants and sunscreen protectants that are free of amino benzoic acid (PABA or its derivatives).

**NO** non-prescribed topical medication will be dispensed without a completed and signed parental or guardian authorization form provided by the Parks and Recreation office.

Non-prescribed topical medication will **not** be administered by staff. It is recommended that non-prescribed topical medication be applied before arrival at any program. Reapplication will be self-administered.

Staff members will dispense non-prescribed topical medication from secured area to children for self-reapplication.

Non-prescribed topical medications must be in the original container, labeled with the child's name, the name of the medication and the directions for the medication administration and given to the staff member in charge of the program. All non-prescribed topical medications must go home with the children at the end of each day.

Non-prescribed topical medications must be kept away from program activities and out of direct sunlight or heat.

### **Procedure: Non-Prescribed Medication**

Parent or guardian must submit to the Parks and Recreation office a signed and completed Authorization for the Administration of Non-Prescription Topical Medication. The Parks and Recreation office will provide this form at time of registration.

It will be the responsibility of the parent or guardian to bring the non-prescribed medication to the program and give it to a staff member. All non-prescribed medications must be returned at the end of the day to the parent or guardian. NO non-prescribed medication will remain at the program site.

Non-prescribed medication will be dispensed by a staff member and administered or applied by the child. All non-prescribed medication will be stored away from the program activity and away from direct sunlight or heat.

Before dispensing any non-prescribed medication the staff member must check the authorizations form against the non-prescribed medications container to verify that it belongs to the child it is being dispensed to.

A non-prescribed medication log will be kept by date, time, signature of staff dispensing medication and comments.

### **Updating Information**

Please notify the staff and the Parks & Recreation Department as soon as possible regarding changes in phone numbers, emergency contacts, address, medical concerns, or other information you feel is important.

### **Behavior/Discipline**

Discipline is a process by which a child learns self-control and learns to respect the rights of others. Through effective, positive discipline, a child's self-esteem can be enhanced along with his/her communication and problem-solving skills.

Effective discipline involves setting clear and consistent limits, and providing consequences when those limits are exceeded. At all times disciplinary action will be accompanied by positive staff guidance.

If a child is having a conflict, staff will try some of the following methods:

- Redirect the child to another activity
- Help the child to use words to express anger, frustration, and sadness
- Mediation
- Positively reinforce good behavior -- with verbal praise, with notes or stickers
- Remove the object of conflict
- Remove the child from the situation of conflict
- Develop with the child's parents a behavior modification plan
- With the parent's consent, refer the child for evaluation

Also, staff will try to think of other creative ideas that you can apply to a specific situation. Remember that with effective discipline and positive guidance, children will learn to set their own acceptable limits, and will grow and develop as people and as problem solvers!

If a particular child exhibits negative behaviors in the program on a regular basis, or if the child is a threat to himself or others, the Recreation Manager of the program will meet with the child's parents or guardians to determine what approach is necessary to best help the child to behave in a more positive and constructive manner. Specific action will be taken if deemed necessary by the director, including suspension or withdrawal from the program as specified in the Parks & Recreation Behavior/Discipline Policy below.

## **Behavior/Discipline Policy**

Hebron Parks & Recreation seeks to serve children and families in the best possible way. Positive discipline and consistency of consequences is necessary for the safety and enjoyment of the children. The following policies will guide the Parks & Recreation staff in dealing with behavior. While misbehavior can be expected from time to time from all children, misbehavior will be handled in a consistent fashion so as to help the child learn and grow. Because misbehavior also has varying degrees, the staff will handle each situation according to the following steps:

### **STEP ONE: CONFLICT RESOLUTION WITHIN THE PROGRAM**

A child who shows a lack of respect for people, property or rules will receive a verbal warning and will be asked to take a break from the conflict. Physical or verbal aggression toward themselves, other child or staff will constitute automatic suspension (see STEP THREE).

### **STEP TWO: PROBATION WITHIN THE PROGRAM**

If a second incident of showing a lack of respect for people, property or rules occurs during the same day, a parent will be notified by the Recreation Manager, and the incident will be documented. A written note relaying the incident will also be given to the parent when they pick up their child at the end of the day. The child will be placed on probation for 10 days, during which time the staff will continue to work with the child on conflict resolution skills. If a child shows a lack of respect for people, property or rules and refuses to use conflict resolution or take a break, the parent will be notified by the director and the incident will be documented.

If a second notification and documentation occur a parent conference must be scheduled and a specific plan to help the child modify behavior will be put in place before the child can return to the program.

If a third notification occurs, the child will automatically be suspended for at least one program day.

### **STEP THREE: SUSPENSION OUT OF THE PROGRAM**

A child will be placed on suspension for a period of up to 10 days for any of the following reasons:

1. A child has received three written warnings regarding their behavior during a 10 day period.
2. A child has demonstrated at-risk behavior through an act of physical aggression, including bullying, which has placed themselves, another child or staff in imminent danger. In this case, prior written warning is not necessary, as it is a threat to safety.
3. A child has demonstrated at-risk behavior through an act of verbal aggression, including swearing and defiance, toward themselves, another child and/or staff.
4. A child has willfully destroyed property. Before the child can return to the program, a parent-teacher conference is required, reviewing and revising the specific plan for helping the child modify behavior. The appropriateness of the program for the child will also be discussed. In the case of willful destruction of property, restitution in some form is also required.

### **STEP FOUR: WITHDRAWAL FROM PROGRAM**

The program reserves the right to dismiss a child for the following reasons, and DISMISSAL WILL BE EFFECTIVE IMMEDIATELY:

1. If the child is not adjusting to the program.

2. If the child continues to be disruptive and the above steps have not helped to improve their behavior.
3. If a child or parent becomes verbally or physically abusive to themselves, another child or staff.
4. Any severe behavior that the director and/or the Parks & Recreation Director feel is detrimental to the safety and smooth running of the program.

Families will be notified by phone as soon as it is determined that dismissal is necessary, followed by a notification letter from the Director of Parks and Recreation, outlining the reasons for dismissal and the date the dismissal is effective.

### **APPEALS PROCESS**

If you feel that your child has been withdrawn unfairly, you may request a meeting. At this meeting, the parent's appeal will be heard by a committee which consists of the Recreation Manager, Director of Parks & Recreation, and a Parks & Recreation Commission member. The process of withdrawal will be reviewed and a final decision will be made by the committee within 24 hours. Hebron Parks & Recreation makes every effort to work with the child and family to provide information regarding any necessary services and support.

### **RIGHTS AND RULES**

Please read and discuss Hebron PREP's Rights and Rules with your child/children. Children have the right to enjoy themselves at Hebron PREP.

As a school-age community, children have the right to be treated with respect by staff and other children, and the staff has the right to be treated with respect by the children and fellow staff. Within our Hebron PREP community, the following components of respect are integrated into our daily lives:

#### **WE RESPECT OURSELVES:**

- \*We have the right to express ourselves freely using appropriate language.
- \*We accept ownership of our actions, right or wrong.
- \*We are responsible for keeping ourselves healthy and safe.
- \*We have the right to ask for help.

#### **WE RESPECT OTHERS:**

- \*We treat others kindly. We will not tolerate hurtful actions such as hitting, kicking and name-calling.
- \*We listen to others.
- \*We play fair; we take turns, and encourage good sportsmanship and friendships.
- \*We listen and follow teachers' direction and guidance.

#### **WE RESPECT THINGS AROUND US:**

- \*We take care of Hebron PREP and the school.
- \*We clean up and put away materials and toys when we use them.
- \*As a community, we will not waste, break, or abuse materials or other creations.

#### **AS COMMUNITY MEMBERS, WE AGREE:**

- \*To walk when inside the building
- \*To use inside voices when inside.
- \*To be within sight of a teacher at all times, not leaving any area unsupervised.
- \*To not bring any guns or other toys that are prohibited by the school.
- \*To ask for help if someone is hurt.
- \*Follow Hebron PREP and Gilead Hill School rules.

### **Mandated Reporting**

All staff employed by the Hebron Parks & Recreation Enrichment Program (PREP) are mandated by the State of Connecticut to report suspected abuse and neglect.

## **Dress**

If your child "dresses up" for school and you would like to send "play clothes" for after school, please do so, and staff will remind your child to change before playing. Please remember that our activities will include painting, playing outside, and other potentially "messy" fun!

For parents of kindergarteners: it is more convenient for you to keep a "seasonal" change of clothes for your child at the program. If your child has an accident or a spill, he/she will feel more comfortable if he/she can change right away. If your child has a toileting accident, they will have to change themselves, but we will call and notify you.

## **Personal Belongings**

Please leave toys and other personal belongings not needed for school at home. If your child does bring a toy or other item to the program, it is the child's responsibility. **Staff is not responsible for broken, misplaced, or stolen items.** We provide a stimulating environment with a wide variety of activities for your child and with a wide variety of toys and equipment at the site. Please consider this when deciding whether to allow your child to bring toys from home.

## **Birthdays and Holidays**

We enjoy celebrating birthdays and other special holidays with your child and family. If you would like to make plans to celebrate a special event with the program, please talk to the Program Director, and we will work out the best possible arrangement.

We practice an anti-bias approach to holidays. Instead of selecting specific holidays to celebrate, we will choose to celebrate each child and their differences in an atmosphere of positive inclusion. We will choose "themes" that have a common thread to all special events (For example: A festival of lights or winter carnival instead of Christmas).

## **Tuition Policy, 2016/2017 School Year**

Registration Fee of \$100/\$150 deposit to hold your spot. That money is used towards the first month's payment.

Please request a copy of the tuition schedule for 2016-2017 school year.

These fees are for the current school year and are subject to change.

Children must be enrolled for 5 days per week. There is no reduction in tuition for part-time attendance. There will be no additional fee charged for scheduled early-dismissal days.

## **Late Pick-Up Fine**

On days school is in session, the program closes promptly at 6:00 PM. If a child remains at the program site after that time, a late pick-up fine will be charged. The amount of the fine will be based on the actual time that the child is picked up, as indicated by the clock in the program room. The fines will be as follows:

6:05-6:15	\$10.00 fine
After 6:15	Add \$15.00 for each additional 15 minutes or any part thereof that a child remains at the site.

\*On early dismissal days due to weather or other emergency situations, when the program is closed early, the late fee will be charged per child as follows:

1:30-1:40	\$10.00 fine
After 1:40	Add \$15.00 for each additional 15 minutes or any part thereof that a child remains at the site.

Session 1 kindergarten families arriving after 1:00pm:

1:00-1:10	\$10.00 fine
After 1:10	Add \$15.00 for each additional 15 minutes or any part thereof that a child remains at the site.

**If a family is late picking up their child (after 6:00pm )more than once in a two week period, or more than twice in a 30-day period, a meeting will need to be scheduled with the Head Leader/Supervisor. The Head Leader/Supervisor will work with the family to offer help and support; however, repeated late pick-ups may be cause for termination of services.**

### **School Vacation Days**

School Vacations: additional fee will apply.

In order for the program to operate during school vacation weeks, there will need to be at least ten (10) children enrolled per day, and payment must be received two weeks in advance. This payment is non-refundable, unless the program cannot operate due to low enrollment.

### **General Tuition Information Applicable during School Year and Vacations**

Upon payment of the registration fee and acceptance into the program, families will be given in writing the amount due for the first tuition payment, and will be given in writing the date by which the payment is due. Failure to pay the tuition amount by the given day will result in the program slot being made available to another family.

Tuition will be paid on a weekly or monthly basis. Tuition is due by Wednesday of each week, and will be paid one week in advance. **This means, for example, that tuition for the week of Monday, September 5th through Friday, September 9th would be due by Wednesday, September 5th.**

Tuition fees must be paid by check, credit card, or cash. Cash payments will **only** be accepted at the Parks & Recreation Office building. If families do not have checking accounts, they should speak to the Recreation Manager or to the Town of Hebron Parks and Recreation Director, to see what accommodations can be made.

### **Fine for Late Payment of Tuition**

Families who do not pay tuition for the following week by 6:00pm Friday will be charged a \$20.00 late fine.

### **Refunds**

There will be no refund issued for days a child does not attend the program. This includes absences due to illness, doctor's appointments, sports practices, family obligations, etc. There will be no refund issued for holidays that the program is closed. There will be no refunds for late openings or early closings due to weather (snow days). However, if the program is closed due to an emergency condition, other than weather, (the program will close when Hebron Schools close), a prorated amount for tuition for that session or day may be deducted from your next payment. Written notification of the change in the amount that will be due will be provided to families.

**Families who become delinquent in payment of tuition and/or other fees and/or fines may be dismissed from the program at the discretion of the Parks and Recreation Director.** If a family notifies program staff that they are experiencing undue financial hardship or informs staff that they cannot pay amounts due for any other reason, they will be referred to the Director of Parks and Recreation, so that it can be determined what arrangements, if any, can be made to assist the family. If a family does not take any steps toward payment, then the child care services will be terminated at the end of the 4<sup>th</sup> delinquent week, and the slot will be given to another family.

### **Withdrawal from Program**

If a family chooses to voluntarily withdraw their child from the program, **two weeks written notice** as well as payment is required.

Per the yearly signed contract, each family understands that failure to abide by the program policies may result in being asked to find more appropriate care for your child elsewhere. In that case, you will only be required to pay up until the last day of attendance and if needed we will help you find appropriate, alternate care. Refunds will be issued only per a written request, and/or approval by the Director of Parks and Recreation.