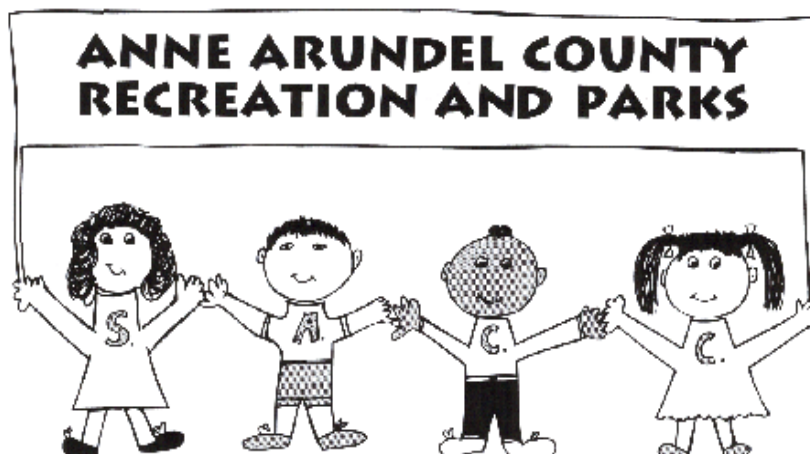


Parent's Manual

Middle School Teen Group 2009-2010



**Anne Arundel County Department of Recreation and Parks
School Age Child Care Division
1 Harry S. Truman Parkway, Suite 105 Annapolis, MD 21401
410-222-7856/410-222-7300/301-261-8036
FAX 410-222-4478
www.aacounty.org/recparks
Tax ID #52-6000878**

REVISED 7/29/2009

Parent's Manual is subject to change prior to the start of the 2009-2010 school year.

This on line version is made available as a reference for parents. You will receive a copy of the *Parent's Manual* along with an Acknowledgement Receipt on your child's first day.

TABLE OF CONTENTS

	Page
Program Overview	3
Staff	3
Basic Program Components	4
Program Schedule	4
Early Dismissal Days	4
Sign In/Sign Out	5
Holidays, Inclement Weather, Emergency Closings	5
Emergency Information	6
Emergency Code Drills	6
Custody	7
Withdrawal from Program	7
Fees/Payment Schedule	7
Monthly Payment Schedule	8
Delinquent Payments	8
Registration Procedures	9
Late Pick Up of Teens	10
Financial Assistance	10
Attendance	10
Transportation	11
Illness	11
Teens with Special Needs	11
Medication	12
Injury	13
Behavior Management Program	13
Student Code of Conduct	13
Inappropriate Behavior	13
Expectations of Teens in MSTG	14
Accommodations for Teens	15
Parent Communications	15
Parents' Expectations	15

The Anne Arundel County Department of Recreation and Parks is pleased to offer this Middle School Teen Group (MSTG) located within your neighborhood school. Please be advised that MSTG operates as a separate entity from the school. We have prepared this manual for your convenience and as a guide for you and your teen. We welcome any comments or suggestions you may have for us.

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It is our desire to provide safe, appropriate and consistent child-care programs for your middle school age child. We are looking forward, with pride and confidence, to continuing successes in this endeavor.

PHILOSOPHY/MISSION

The Anne Arundel County Department of Recreation and Parks' state- licensed Middle School Teen Group provides a supportive environment that will provide social interaction, community integration, physical development, and intellectual growth in accordance with the State Child Care regulations and National After School Alliance standards.

ELIGIBILITY

- Students in grades 6-8 are eligible for participation in this program.
- The teen must be toilet trained.
- **Every teen must have all of the State mandated forms completed and on file at the center prior to their first day.**
****No one will be permitted to attend without this information on file****

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PROGRAM CONTENT

- The staff will have consistent rules, regulations, and policies in place that are in accordance with the Office of Child Care regulations and will follow the National After School Alliance standards. The specific content of each program will be based on guidelines established by the Department.
- There will be a maximum amount of teens attending at each site. This maximum is based upon Office of Child Care regulations including square footage, staff availability, and rest room facilities.

STAFF

- Each program will have the appropriate number of staff for the number of teens registered. The positions include:
 - Center Director, Assistant Director, Child Care Teacher, Child Care Assistant, and Aide. Each meets or exceeds the minimum Office of Child Care requirements.
- Staff members trained in CPR and First Aid, as required by the Office of Child Care, will be on duty at all times.
- There will also be staff available that are trained in Medication Administration and Non-Violent Crisis Intervention training.

BASIC PROGRAM COMPONENTS

- The program will include opportunities for individual and group participation while providing a balance between self-selected and staff-directed activities.
- The program will include indoor games, outdoor games, arts and crafts, individual and group activities, large and small motor skills activities, free play, quiet time, enrichment opportunities, special events and a snack that meets the established guidelines.
- **Teens are not permitted to consume food/meals brought in from outside of the center unless it is medically necessary (with a doctor's note) or for religious purposes. This includes birthday celebrations.**
- If teens **choose** to do homework **MSTG staff is not responsible for reviewing or completeness or accuracy.** MSTG is not a tutoring program.
- Teens are not permitted to bring toys, games, collectable cards, electronics, CD's, CD players, Game Boys, I-Pods, MP 3 Players, etc. from home to the center unless the *Toy From Home Permission Slip* has been completed for a special activity at the center.
- The MSTG program is not responsible for money, cell phones, or other personal items your child may bring to the program.
- Teens may not use, activate, or display their cell phone during SACC hours unless approved by the Center Director or designee.
- The program will begin with attendance being taken. The teens will be encouraged to make choices about the activity opportunities available to them.
- The schedule will include opportunities for group and independent play. A time will be provided for quiet activities.
- If the teens **choose** to do homework, **staff is not responsible for reviewing for completeness or accuracy.** MSTG is not a tutoring program.
- The teens will go outdoors each day weather permitting, so be sure that your teen dresses accordingly.
- Parental requests for outdoor restrictions must be submitted to the School Age Child Care (SACC) Administrative Office for review. The SACC Administrative Office may request additional documentation based on the restriction request.

PROGRAM SCHEDULE

- The MSTG program operates Monday through Friday, **every day that school is in session for students.**
 - The program operates from the close of school until 6:00 PM.
 - **There will be no MSTG on days when schools are closed for students.**

EARLY DISMISSAL DAYS

- The Anne Arundel County Public Schools schedule several days each year for early dismissal for students.
 - On these days the MSTG program will be open from the end of the school day (early dismissal time) until 6:00 PM.

SIGN OUT

- Parents must go into the building to sign their child out at the time of pick up each afternoon.
 - The teens are not permitted to sign themselves out of the program unless there is a completed and signed *Permission to Walk Home* form on file at the center.
 - **Teens must report to the program to sign in before going to any school program.**
- The teens will be released only to the individuals (13 years and older) authorized to pick up the teen.
 - No teen will be released to a person other than the authorized individual without prior written permission from the teen's parent or guardian.
 - This policy must be strictly adhered to for the protection and safety of your teen.
 - Please be advised that any person unknown to the staff will be asked to provide a photo ID before your child is released to their care.
 - Notify the MSTG staff of any changes in pick up schedules by completing the *Change in Child's PM Attendance* form.

HOLIDAYS, INCLEMENT WEATHER AND EMERGENCY CLOSINGS

- Anne Arundel County Department of Recreation and Parks follow the policies and schedule of the Anne Arundel County Public School System.
 - Please tune to local radio stations if you have a question about the closing or opening of schools.
- **Parents are encouraged to register at www.schoolsout.com** to be notified of school closings. Registering for Middle School Teen Group is a separate registration than for your child's school.
 - Parents may also call the Board of Education's Cancellation Hotline at 1-800-893-7080, check their website at aacps.org or check our website at aacounty.org/recparcs.

SCHOOL HOLIDAYS

- There will be **no** MSTG on school holidays.

INCLEMENT WEATHER

- There will be **no** MSTG in the event schools are closed for the day due to inclement weather.

LATE OPENING

- If schools open late, the MSTG program will operate as usual unless weather conditions deteriorate and the snow emergency plan goes into effect necessitating early dismissal.

EARLY CLOSING

- In the event of an early emergency school closing (due to weather, mechanical malfunction or other) the program will also be closed.

- **Parents need to make alternate child care arrangements in advance to cover emergencies.**
 - Make sure your child knows the plan.
- MSTG staff will not be on site to assist teachers with emergency pick up information.
 - Please make sure that both the **MSTG Emergency Card** and the **school's Emergency Notification Card** is updated as needed.
 - **MSTG cannot be listed as your alternate care on the school's Emergency Notification Card.**
- Please listen to the radio, television, or check the following: www.aacounty.org/recparks, www.aacps.org or www.schoolsout.com to get updated information of school closings.
- MSTG is **not considered a "school sponsored after school activity."** If MSTG is closed for the afternoon, the announcement will specify that.

REGULAR DISMISSAL TIME DURING EMERGENCY

- If schools dismiss at the regular time during an emergency (due to weather, mechanical malfunction, or other) the program will open.
 - Depending on the situation parents may be notified requesting an earlier pick up of your teen.

EMERGENCY INFORMATION

- It is essential that all emergency telephone numbers be **kept current**, as well as any changes of address.
 - If we can contact you through a pager or cellular phone, please include this information on the emergency card.
 - **Parents are responsible for this information, which is pertinent to the protection of their child.**
 - You must inform the School Age Child-Care office and the Center Director of any changes. *Change of Information* forms are available at the center for your convenience.
- Please also make sure the emergency numbers of your other authorized individuals are accurate in case they need to be contacted.
 - If your teen is not picked up by **6:00 PM** the Center Director will begin calling the persons listed as emergency contacts. **Individuals listed as emergency contacts must be willing to pick up the teen and be within 15 minutes of the center.**
 - If your teen has not been picked up by 6:30 PM and if the staff has been unsuccessful in personally speaking with an emergency contact, the staff will then contact the appropriate agency that will take the required action.

EMERGENCY DRILLS

- The centers will practice a monthly emergency code drill.
- Parents will be notified of the monthly drills through the monthly *Parent Update* that are sent via email and also available at the center.

CUSTODY

- Anne Arundel County Department of Recreation and Park's MSTG is responsible for the safety of all the teens at the center.
 - Parents who have court awarded custody of their child must have the custody papers on file at the center. This is in addition to any paperwork that you may have submitted to the school.
 - MSTG staff must release a teen to his/her natural parent unless custody papers are on file.
 - Once the custody papers are on file, staff must follow those orders, until either the order has expired or new papers are on file. Staff cannot accept verbal notification of changes.

WITHDRAWAL FROM PROGRAM

- We recognize that a family's needs may change during the course of the school year. **We require written notification to the SACC Administrative Office that you will be withdrawing your teen from the program.**
 - A *Withdrawal Form* is available at our website. You will be responsible for payment until the SACC Administrative Office receives the *Withdrawal Form*.
- If you have already made payment and are requesting a refund the following must be adhered to:
 - a \$25 processing fee will be assessed on all refunds
 - 3 or more weeks' notice, a full refund minus the processing fee will be given
 - less than 3 weeks notice, an 80% refund will be given minus the processing fee
 - if payment was made by check, money order, or cash your refund will be mailed directly from the Anne Arundel County Office of Budget and Finance.
 - if payment was made by credit card, your refund will be credited to your account.

FEES/PAYMENT SCHEDULE

- The fees for Middle School Teen Group are established on a yearly basis and are determined by program costs. These program costs include the expenditures for staffing, administration, snacks, supplies, special events, and building usage.
- The annual expense is then divided into nine equal payments. There is no reduction in fees for months with a relatively few number of school days, just as there is no increase in fees for months with a greater number of days.
 - We cannot deduct days missed from your fee.
 - When you enroll in the program, you are reserving the time, space, staffing, and provisions whether or not the teen attends.

PAYMENT SCHEDULE

- A monthly bill will be mailed to you. Payments are due by the 10th of each month with the first payment due July 10, 2009.
 - Payments may be made on-line with a credit card or debit card at www.aacounty.org/recparks. See *How to Make Your Monthly Child Care Payment* on our website for detailed instructions.

- Payments may be mailed directly to the Anne Arundel County Office of Budget and Finance Cashier's Office.
 Anne Arundel County Office of Budget & Finance
 CASHIER'S OFFICE
 P O Box 6675
 Annapolis, MD 21401
- Please contact our office if you would like **mailing labels** sent to you. If mailing, please **allow 7-10 business** days for your payment coupon to be received in the SACC Administrative Office.
 - Payments may also be made in person at the following cashier office locations: Arundel Center (downtown Annapolis), 45 Calvert St.; Anne Arundel County Cashier's Office North, 7320 Ritchie Hwy; and Heritage Complex, 2664 Riva Road.
- Monthly payments will not be accepted at the SACC Administrative Office. Do not place payments in the mailbox outside the Department of Recreation and Parks office. This will result in up to a 4-day delay in your payment being posted.

MONTHLY PAYMENT SCHEDULE

- Payments are numbered one through nine and correspond to the months as follows:

Payment #1	due July 10, 2009	for August/September
Payment #2	due September 10, 2009	for October
Payment #3	due October 10, 2009	for November
Payment #4	due November 10, 2009	for December
Payment #5	due December 10, 2009	for January
Payment #6	due January 10, 2010	for February
Payment #7	due February 10, 2010	for March
Payment #8	due March 10, 2010	for April
Payment #9	due April 10, 2010	for May/June

- Please note that Payment #1 is for both August and September and Payment #9 is for both May and June.
- Please make sure you include the bottom portion of your bill with your payment so that we may properly credit your account.

DELINQUENT PAYMENTS

- If your payment is not received by the due date the SACC Administrative Office will send you a late payment notice. There is a \$25 late fee on payments received after the 15th of the month.
- If the payment is not received by the established date, your child may be suspended/dismissed from the program until your account is current.
- You will be responsible for payment unless we receive a *Withdrawal Form* from you.
- Failure to keep payments current may result in your child's name being removed from the center roster and the next child on the wait list may be called.

REGISTRATION PROCEDURES

- The SACC Administrative Office prior to your teen's first day must receive a completed registration, registration fee, along with the first month's payment.
- If you are registering for MSTG at a school other than your child's home school, the school must approve the out of area request prior to registration for MSTG. Contact the school office for the Out of Area Request form.
- Once your teen is accepted into the program the following forms must be completed, signed and on file with the respective center prior to your teen's first day:
 - ✓ Emergency Information Card
 - ✓ Health Inventory Part I and II with Health Practitioner's signature
 - ✓ Addendum Part I Child's Health and Individual Needs Information
 - ✓ Maryland Immunization Certificate
- It is the parent's responsibility to obtain copies of their teen's Health Inventory/Immunization records and to make sure that all forms are up to date and on file at the center.

WHEN TO REGISTER

- **For teens currently in the MSTG program**, there will be an early registration period starting the 4th Monday of March.
- Early registration information will be made available to all parents of teens who are currently registered.
 - There will be a separate early registration period for **siblings** not currently enrolled in the program. The registration information will be mailed to the parents and also posted in the centers.
- You must register your teen on an annual basis.
- Accounts must be current including charges for late pick-ups to re-register.
- The first payment is due by July 10, 2009.
 - If payment is not received by July 10, 2009 your teen's space will then be filled from the names on the waiting list.
- The registration period for the **general public** will begin the 2nd Monday of April, starting at 8:00 AM

WHERE TO REGISTER

- Registrations may be completed at our internet website:
www.aacounty.org/recparks.org, in person or mailed to:
Anne Arundel County Department of Recreation and Parks
School Age Child Care Division, Suite 105
1 Harry S. Truman Parkway
Annapolis, MD 21401
- The center staff is not permitted to accept registrations.
- **Do not include registrations with your monthly payment.**
- **For additional information**, please contact the School Age Child-Care office at the following numbers for additional information:
410-222-7856 x#1 or x#5 410-222-7300 301-261-8036.

LATE PICK-UP of TEENS

- All centers close at 6:00 PM.
- **The center/school clock is the official time.**
 - A late pick up fee will be assessed, at the rate of \$3.00 per minute, **for every minute after 6:00 PM.**
 - The staff person on duty will have the individual picking up the teen sign a *Late Pick Up* form.
 - That form will be submitted to the SACC Administrative office and you will be billed from the office.
 - Center staff is not permitted to accept late pick up fees.
- **Recurring lateness offenses in one school year may result in suspension/dismissal from the program.**
- Please make other emergency arrangements in the event you will be delayed.
- You are still responsible for the late pick up charges if you arrive after 6:00 PM and you called the center to inform them that you would be late.
- If your teen is not picked up by 6:30 PM the staff will contact the appropriate agency that will take the required action.

FINANCIAL ASSISTANCE

- Financial assistance for child-care programs is available through the Purchase of Care voucher system, funded by the Anne Arundel County Department of Social Services.
 - Parents are responsible for payment unless an approved voucher has been submitted to the SACC office.
 - For more information contact the Department of Social Services at 410-269-4500.

ATTENDANCE

- The Center Director at each MSTG location is responsible for maintaining an accurate attendance record for the children.
- Please assist us by informing the center staff of the occasions that your teen will not be attending their regular afternoon program.
 - Teens must report to the program to sign in before going to any school program or other activity.
 - If your teen does not report to MSTG in a timely manner or leaves school without notice they may be dismissed from the program.
 - If a teen does not report to MSTG, attempts will be made through the school office to see if the teen attended school that day, was dismissed early, or is attending another after school activity.
 - If the absence from the program is unexplained, reasonable effort will be made to contact the parents or the specified adult.
 - If your teen is suspended from school, he/she may not attend MSTG.
- **Please make sure that the information on your emergency card is kept current**, and you complete the *Parental Permission Slip for After School Activities* (available at the center) if your teen will be attending a regularly scheduled activity such as play practice, scouts, gymnastics, etc. which will cause their absence from the MSTG program.

- The teen is responsible for reporting to the MSTG immediately upon conclusion of the activity. Staff will notify parent if this is not occurring.
- A *Parental Permission Slip for Assisting/Receiving Assistance From Teachers* (available at center) must be completed and on file at the center if your child will be assisting/receiving assistance from a teacher during MSTG hours.
 - The teen must report to MSTG to sign in and then go to the teacher. The teen must report back to the MSTG immediately after. Staff will notify parent if this is not occurring.

TRANSPORTATION

- Under no circumstances is staff permitted to provide transportation to or from a program for unrelated participants.
- Parents need to make alternative arrangements in the event they will not be able to pick up their teen.

ILLNESS

- Teens who are ill are not permitted to attend the program.
- Teens who are too ill to attend school are too ill to attend the MSTG program.
- Teens who are in the school's health suite at dismissal time will not be dismissed to the MSTG program.
- In the event your teen becomes ill during our program, every attempt will be made to contact you or the person listed as the emergency contact.
- Teens with special medical needs must have a plan on file with the Center Director.
- The Health Department requires that you notify the MSTG staff in the event your teen contracts a communicable disease, i.e. measles or chicken pox or a contagious condition, i.e. head lice or impetigo.
- The Office of Child Care regulations mandate that teens who are absent from the program due to illness for three (3) days or more must have a written statement from a parent or physician that the teen may return to a regular schedule. A copy of the note sent to the school is sufficient.
- If a teen repeatedly displays symptoms that prevent him/her from participating in program activities or, in the opinion of the Center Director, may be contagious to others, your teen may be excluded from the program and a doctor's note may be requested before the teen may return to the program.

TEENS WITH SPECIAL NEEDS

- The MSTG program strives to meet the needs of every teen enrolled in our program. In order to assist us in meeting your child's needs it is important that you complete the registration form in as much detail as possible. The responses that you provide will assist us in meeting your child's needs.
 - An ADA accommodation request requires a two-week prior notification.

- The parent/guardian must participate in a conference with the SACC Administrative Office before the teen can attend the program.

MEDICATION

- Prior to any medication being administered at MSTG a completed *Medication Authorization Form and Addendum* with a current photograph must be completed.
 - *Medication Authorization Form Part A- Prescription Medication*
 - Requires parent/guardian signature
 - A pharmacy label must accompany any prescription medication
 - *Medication Authorization Form Part B- Non-Prescription Medication*
 - If more than one dose per illness, other than acetaminophen (Tylenol) or other topical medication required at MSTG
 - Requires Health Practitioner's signature
 - Staff will not accept forms that have been obviously altered (i.e. white out used) or are incomplete.
 - If the center staff has any doubts or the forms are incomplete the medication will not be given.
- **All prescription medications must be in the original pharmacy labeled container.** Medication must be received from a parent or adult (18 years or older). Children may not carry medication to MSTG.
 - Please check the expiration date of medications prior to giving to the staff.
- There are several additional as needed medical forms available at our website.
 - *Permission to Apply Over-the-Counter Creams and Ointments*
 - If child will be applying over-the-counter creams and ointments, i.e. sunscreen and lip moisturizers.
 - Siblings may not share sunscreen, chapstick, and other external applications.
 - Requires parent/guardian signature
 - *Severe Allergy Action Plan*
 - If child is to receive an Epi-pen or antihistamine
 - Requires parent/guardian and Health Practitioner's signature
 - *Asthma Action Plan*
 - If child requires an as needed inhaler
 - *Asthma Action Plan Addendum*
 - Specifies that child may self-administer
 - Requires parent/guardian and Health Practitioner's signature
- **If your child has a life threatening medical condition, and the necessary intervention and/or medication is not provided to the Middle School Teen Group program, your child may be removed from the program until the requirements are met. We will not accept expired medication.**
- In accordance with the Nurse Practice Act, the use of nebulizers, g-tubes, catherizations, and administering insulin in any way may not be delegated by the Nurse Consultant and cannot be administered by the MSTG staff. If a

child cannot administer their own insulin then a parent or their designee must administer insulin in MSTG as required on a daily or as needed basis.

- **The parent must pick up medications that have been discontinued throughout the year immediately.**
- All medications must be picked up on the last day of school or the staff will dispose of it properly.

INJURY

- The staff is required to complete a *First Aid and Accident Report* in the event a teen is injured. Parents will receive a copy of this report.
- You will be contacted by phone if your teen sustains any type of injury requiring possible additional **medical** attention during our program.
- A parent must be available in case of emergency.
- In the event of a serious injury, 911 will be called.

BEHAVIOR MANAGEMENT PROGRAM

- The program staff utilizes positive behavior techniques to eliminate or prevent inappropriate behavior.
- Staff will utilize the 1-2-3 Magic Program that was developed by Thomas W. Phelan, Ph.D. This is a behavior management program that uses counting to give children a chance to comply and engage in appropriate behavior.
- Under no circumstances should a parent attempt to discipline a teen other than their own during the MSTG program.
- The MSTG staff will carry out all discipline and all concerns should be brought to the attention of the Center Director.
- Parents are not permitted to have physical contact with teens other than their own.
- While we do allow parents to come into the center to pick up or drop off their teens and to on occasion observe the activities in the center, it is the role of our staff (rather than parents) to direct the activities of the center and to address the needs of teens attending the program.

STUDENT CODE OF CONDUCT

- Since MSTG shares space with the Board of Education and MSTG's teens are part of both programs, consistency is important.
- The MSTG program observes and heeds the offenses and violations listed in the Student Code of Conduct found in the current Anne Arundel County Public Schools Student handbook.
- Some of these offenses and violations require MSTG to notify the school principal and in some cases the police.
- If your child is suspended from Anne Arundel County public Schools, they cannot attend MSTG.

INAPPROPRIATE BEHAVIOR

- It is hoped that the positive behavior program will eliminate or prevent inappropriate behavior, but some inappropriate behavior may still be displayed.

- When inappropriate behavior occurs, the following procedures will be implemented. The steps in the procedures may not occur in the sequence listed depending on the nature of the behavior.
 - 1) The staff will redirect the teen. Additionally, the behavior will be documented and the parents or legal guardian will be notified of the issue. If the behavior involves intentionally harming another teen, staff member, or threatens the safety of the teen, the parent/guardian will be notified. If in the opinion of the Center Director, a teen's behavior presents a physical danger to themselves or others, immediate suspension or dismissal from the program may result
 - 2) If the behavior occurs again, it will be documented and the parents or legal guardian will be notified of the issue. If the behavior involves intentionally harming another teen, staff member, or threatens the safety of the teen, the parent/guardian will be notified. If in the opinion of the Center Director, a teen's behavior presents a physical danger to themselves or others, immediate suspension or dismissal from the program may result.
 - 3) If the problem persists a conference will be scheduled between the parents and Center Director.
 - 4) If the problem has not been resolved following the conference and if a teen is suspended the following must take place before the child can return to the center: 1) a plan must be developed and in place and 2) a re-entry conference must take place with the teen, parents, Center Director and Child Care Supervisor.
 - 5) If the problem persists following a suspension, dismissal from the program may result.
 - 6) If in the opinion of the Center Director, a teen's behavior (this may include failure to comply with staff requests and instructions) presents a physical danger to themselves or others, immediate suspension or dismissal from the program may result.
 - 7) If the teen is dismissed for the balance of the school year the parent must schedule a re-entry conference with the Child Care Supervisor before the teen can return to the program.

EXPECTATIONS OF TEENS ENROLLED IN MSTG

Every teen has the opportunity to be successful in MSTG with the safety of other teens and staff being our primary concern. The following list of expectations is not an all-inclusive listing. There may be some additional site-specific expectations.

- ✓ Engage in appropriate group interaction
 - Respect others
 - No hitting, pushing, kicking, or other rough contact
 - No Bullying (including cyber bullying)
 - No spitting
 - Share
 - Be cooperative
 - Take turns
 - Use language that is appropriate to a Middle School Program
 - Respect and stay out of other's space

- ✓ Stay within the designated area or where directed by staff. For example in the multi-purpose room, media center, outdoor play area
- ✓ Follow the schedule and participate in daily activities
- ✓ Function without disruptive behavior in a supervised environment of 1 staff to 15 children
- ✓ Comply with staff requests and instructions

ACCOMMODATIONS FOR TEENS

- ✓ Accommodations can be made to meet the needs of an individual teen in many cases, however, all teens will be required to meet these standards and refrain from behaviors that threaten the safety of themselves, other teens or staff members

PARENT COMMUNICATIONS

- Communication between parents and the center staff is a key ingredient to the success of our programs. This is accomplished through regular communication with the parents and parental participation in scheduled events.
- We encourage you to join us in some of the activities in which your teen will be participating. Suggestion forms are also available at each center for parents to utilize in expressing their concerns.
- Please feel free to contact the SACC Administrative office or the Center Director on site if you need to share additional information concerning your teen. Parents are requested to contact their teen by telephone at the center only if it is an emergency situation.

PARENTS' EXPECTATIONS

- Parental involvement is an integral component of your teen having a successful experience in the Middle School Teen Group (MSTG) program.
- We plan to meet these goals in the MSTG program:
 - Quality and safe care for their teens
 - Service of value and consistency
 - Courteous and professional treatment at all times
 - Honest information pertaining to their teen
 - Foster positive peer and teen/staff relationships to create an atmosphere that teens enjoy

PARENTS MAY:

- ✓ Visit the center at any time
- ✓ Receive a copy of all documents signed
- ✓ Request accommodations on behalf of their teen and work with staff to obtain the best results in meeting their child's needs

PARENTS SHOULD:

- ✓ Be courteous and respectful to staff and teens
 - Parent's unreasonable treatment of the staff, including inappropriate airing of complaints, use of language that is inappropriate for MSTG, intimidation (physical or verbal) of the staff may result in the teen being dismissed from the program.

- ✓ Communicate concerns or problems to staff as early as possible

PARENTS ARE ENCOURAGED TO:

- ✓ Reinforce the rules of MSTG at home
- ✓ Inform staff of any changes that might affect their child's participation in MSTG