



# PROGRAM HANDBOOK FOR PARENTS

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# **The Urban Outreach Center Program Handbook**

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Heart of Compassion Partnerships  
816 Kempsville Road  
Chesapeake, VA 23320

Dear Parents/Guardians,

We are so glad you have shown an interest in signing your child up for our after school programs. We look forward to working with you and your child over the course of the next school year and summer and we hope to provide them a fun and safe educational environment. The goal of our programs is to offer students an opportunity for **FREE** academic based after school and summer programs.

Our after school program is a mentoring and tutoring program for students in Kindergarten through 8th Grade. It is designed to help students with their homework and prepare them for SOL testing.

Our summer program offers a child many positive and rewarding experiences. Heart of Compassion Partnerships' Urban Outreach Center summer program provides an opportunity for students to develop activity oriented and interpersonal skills while offering them a chance to become more responsible and independent. Our summer camp program experience has a significant impact on a child's life.

These programs, after school and summer camp, help students find positive environments to be in after school that can be fun and educational at no expense to you. Please fill out all the attached documents in this application and return them to the Program Director of the Urban Outreach Center.

Thank you again for considering your child for our programs.

Dr. John Dooley, President  
Heart of Compassion Partnerships Inc.

## **Who We Are**

### **The Bridge for Children**

The Urban Outreach Center is a project sponsored by Heart of Compassion Partnerships Inc. We provide a structured and safe bridge for children from Kindergarten to 8th grade to receive mentoring, tutoring, and social skills training. Children who are enrolled also receive instruction on basic college preparation and career discovery. Adults, high school and college level volunteers are recruited to be tutors. The Urban Outreach Centers operate year round in communities of need at no cost to the families living in those communities.

### **The Urban Outreach Center Goals for Students**

1. Improvement in SOL scores
2. Increase in reading and math scores
3. One or more levels improvement in grade
4. Reduction in office referrals for behavior issues
5. Reengaged in education
6. Post-secondary enrollment in education
7. Improved self-concept including sense of belonging and competence
8. Decrease in dropout rate for young people ages 14-18

### **Who Can Attend**

Heart of Compassion Partnerships' Urban Outreach Center after school and summer camp programs are designed for children in grade levels Kindergarten through 8 grade.

Parents interested in their children attending our programs must fill out an application and other documentation to be considered for enrollment.

Applications will be taken on a first come first serve basis in each grade level group.

Grade level groups are as follows:

Group 1 - Grades K to 2

Group 2 - Grades 3 to 5

Group 3 - Grades 6 to 8

After students are accepted for enrollment, there will be an orientation for parents or legal guardians to explain the program and answer all questions. This is mandatory to secure placement in either the after school or summer camp and to complete all the required forms and release documents.

## **Operating Schedule**

**After School Program (September – June)**

**Monday – Friday 2:30pm to 5:30pm\***

**Summer Camp Program (June – August)**

**Monday – Friday 8:30am to 3:00pm\***

*Schedule times are subject to change with notice. \**

During the school year, our days of operation are the same as the public schools. In event of severe weather warnings and you are notified that the public schools are closed — WE WILL BE CLOSED!

**Breakfast and Lunch During the Summer Program**

A balanced breakfast and lunch is served daily. Meals are provided by the USDA summer food service program and available for all ages 18 and under. Breakfast is served for 1 hour beginning at 8:30 a.m. Lunch is served for 2 hours beginning at 11:30 a.m.

*Arrangements for campers with food allergies must be made in advance and provided by parent/guardian.*

**Code of Conduct**

The following pages contain Code of Conduct and program expectations. Upon completion of reviewing the Handbook, you (parent or guardian) will be expected to sign the Handbook Review Form stating that you have read and agree to the guidelines contained therein.

The Urban Outreach Center after school and summer program staff are committed to maintain a safe learning environment, to the best of our ability, for students and staff.

We encourage students and staff to develop a strong personal sense of responsibility for their own actions. We recognize that there is a need for clear and consistent guidelines to meet our goals and to ensure that students have opportunities to experience success.

### **Program Rules for All Participants**

1. You are expected to follow staff directions, camp rules, and respect the rights of others.
2. You must enter the building immediately upon arrival and sign in.
3. **Weapons (real or toy)** of any kind may not be brought into the building. Should this happen, the parent or guardian of any student will be notified immediately. The local authorities may also be contacted.
4. You should not carry money or valuables. The Urban Outreach Center cannot accept responsibility for your money or any valuables should they be lost or stolen.
5. You are expected to be on time and remain on the property and in class or activity for the whole period unless excused by staff.
6. You are expected to respect the Center's property and the property of others. You may be held financially responsible for any damages you cause.
7. You can be excluded from camp for serious safety risks, either to yourself or others, or for serious ongoing disruptions to the program.

### **Dress Code**

1. All shirts and T-shirts should have sleeves.
2. Clothing should not display provocative content (i.e., references to violence, sex, drugs, alcohol, gangs). Students wearing such attire will be sent home.
3. **Underwear should be worn, but not seen.**
4. No exposed skin between shirts and pants or low-cut blouses or sweaters.
5. Shorts and skirts must be knee length or longer.
6. Any large, excessive, and extending jewelry and other accessories deemed inappropriate by staff are not allowed.
7. Pajamas are not to be worn as outer garments.
8. Provocative or extreme styles and clothing are not allowed.
9. Shoes are required and must be worn at all times.
10. **Respect and treat others the way you want to be treated.**
11. Staff retains the right to ask students to reveal any concealed items. Refusal to do so results in dismissal from the program.
12. Students are not allowed to have cell phones or any personal electronic devices.
13. No chewing gum.
14. Students must sign in then sign out upon dismissal.

## **Safety Rules**

1. Shoes must be worn at all times.
2. Any large, excessive, and extending jewelry and accessories as deemed inappropriate by staff are not allowed.
3. No excessive play, pushing, fighting.
4. No running inside or outside unless part of directed activity.
5. No gymnastic activity (flips, cart wheel, handstands, etc.) is allowed inside or outside unless part of directed activity.
6. No threatening language, rude actions, verbal abuse or disrespect toward staff and peers.
7. No leaping or jumping from steps or stairs.

### ***Safety Rule Infraction***

***First Offense*** - Warning Slip and parent or guardian conference before child can return to the program. A parent or guardian conference within 2 days of written warning or child will be dismissed from the program. It is the responsibility of the parent or guardian to make an appointment. (See Complaint Process)

***Second Offense*** - 1-Day Suspension

***Third Offense*** - 2-Day Suspension

***Fourth Offense*** - 3-Day Suspension

***Fifth Offense*** - Dismissal from the program

### **Severe Safety Rule Infraction**

***Infraction of the following will result in being sent home immediately and we reserve the right to call in local authorities.***

#### **Immediate Red Zone**

- Weapons of any type
- Destruction of property
- Refusal to reveal concealed items
- Stealing
- Fighting, verbal abuse, or inappropriate physical contact

### **Disciplinary Action Steps**

In effort to create a safe and fun environment and maintain a fair and balanced treatment of each child, the following disciplinary guidelines will be enforced:

#### ***Program Rules Infraction:***

**Green Zone** - verbal warning - defined as a one on one conference with Senior Coach or Program Director

**Yellow Zone** - Violation in green level resulting in a one on one verbal conference with Senior Staff Member.

**Red Zone** - Violation in yellow level resulting in a written warning slip to parent or guardian to be signed and returned before child can return to the program.

5 Consecutive Yellows = A Warning Slip

10 Yellows (over the course of the program) = A Warning Slip

3 Warning Slips = 1 Day Suspension from the program

### **Child Protection Policy**

It shall be the goal of Heart of Compassion Partnerships and The Urban Outreach Center to provide a safe environment for the physical and emotional well-being of all children participating in activities, including participants in any daily or temporary childcare programs. Heart of Compassion Partnerships' goal is to train staff and volunteers to enforce our policies that ensure all children are safe and well protected while attending scheduled activities at any of The Urban Outreach Center locations.

A criminal background check of the National Sex Offender Registry maintained by the U.S. Department of Justice ([www.nsopw.gov](http://www.nsopw.gov)) shall be required for all children's worker positions, both employee and volunteer workers. No one who has been convicted of a crime involving misconduct with children will be allowed to work with children. A designated representative will conduct criminal background checks notifying the appropriate program leader if a negative report is received.

Background checks will be kept confidential in a locked file with access afforded only to appropriate staff on a need-to-know basis.

### **Complaint Process**

Anyone who believes that a student's rights have been violated may request an appointment with the Site Program Director to present their complaint.

Appointments will be given as soon as possible without interfering with or interrupting the usual schedule of the program. Effort will be made to resolve the complaint as quickly as possible. Should the complainant not be satisfied with the resolution from the Site Program Director; they may seek an appointment with Heart of Compassion Partnership's Executive Director. If the complaint is not resolved at this level, the complainant may seek an appointment with the President of Heart of Compassion Partnerships Inc. The decision of the President is final.



**The Urban Outreach Center  
Program Handbook Review Acknowledgement**

I have read and agree to the policies outlined in Heart of Compassion Partnerships' Urban Outreach Center Handbook, specifically the following code of conduct policies:

- 1. Dress Code
- 2. Electronic Devices
- 3. Safety

Child's Name: (Print)

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Parent Name: (Print)

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Parent Signature: \_\_\_\_\_ Date:

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**Check Urban Outreach Center Location your Child Attends:**

- \_\_\_\_\_ McDonald Manor - 1331 MacDonald Rd, Chesapeake, VA 23325
- \_\_\_\_\_ Forest Cove - 2218 Farmer Lane, Chesapeake, VA 23324
- \_\_\_\_\_ Hunters Point - 4200 Reid Street, Chesapeake, VA 23324

**September 6, 2014**