



Parent Handbook

Upper Room KC - After School Program

2025 – 2026

Welcome Letter

Dear Parents/Guardians:

Welcome to a new year of learning and growth! The staff of Upper Room KC is honored to serve you and your family, and we sincerely appreciate the opportunity to partner with you.

We believe that parental involvement is essential to our success in helping families grow both educationally and independently. We encourage your participation in program activities, meetings, and field trips. Your ideas and input are valued and respected.

This handbook provides important information about our program philosophy, guidelines, and participation requirements. It also includes details about attendance, immunizations, transportation, parental involvement, and other aspects of our program.

Your child deserves the best possible education, and we are committed to providing a safe and supportive environment. The program is licensed by the State of Missouri and meets or exceeds all applicable rules and regulations.

Thank you for partnering with us to create meaningful opportunities for learning and growth.

Sincerely,
Tonia Gilbert
Chief Executive Officer

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Mission Statement

Our mission is to close the educational gap in Kansas City by making high-quality educational programs accessible, providing resources to families, and supporting underserved communities from cradle to college. We strive to create a nurturing and educational after-school environment where children can learn, grow, and thrive.

Licensing

Upper Room KC is licensed by the State of Missouri to operate all before- and after-school sites. A copy of the **Licensing Rules for Child Day Care Centers in Missouri** is available at each facility for review upon request.

Admission Policy

Students in kindergarten through 8th grade for the 2025–2026 academic year are eligible to participate. Each enrolled student must provide:

- A completed **Childcare Enrollment Form** (Missouri Department of Elementary and Secondary Education, Office of Childhood).
 - A completed **Authorization for Release of Health/Medical Records**.
 - A **School-Aged Child Health Report**.
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Enrollment

Enrollment forms are available at www.upperroomkc.org or through the **ProCare Software** platform.

- **All fields must be completed.** Incomplete forms will be returned.
 - Children cannot attend the program until all required forms are submitted and an official start date is approved.
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Program Hours

The program operates **Monday through Friday from 3:00 PM to 6:00 PM.**

Tuition

- Weekly tuition payments are required **regardless of attendance.**
- Invoices are emailed on **Wednesday mornings.**
- Payments are **due Friday by 5:00 PM** for the upcoming week.
- A **\$10 late fee** will be charged for payments made after 5:00 PM.

Children may not attend if fees remain unpaid.

Insufficient Funds

Payments are processed through ProCare. If there are insufficient funds:

- A **\$30 service fee** will be added.
- If payment fails a second time, the child may be terminated from the program.

State Subsidies

Parents receiving state subsidies must provide **approved documentation before enrollment.**

- Parents are responsible for paying their weekly co-pay every Friday.
- If tuition is not paid, the child will be dropped from the program.
- Parents must notify the state **at least two weeks** before subsidies end.

If subsidies end or are not approved, parents must pay the **full weekly fee.** Accounts with unpaid balances will be sent to collections after 30 days.

Late Pick-Up Policy

All locations **close promptly at 6:00 PM**. Parents unable to pick up their child on time must make alternate arrangements.

- At 6:00 PM, staff will begin calling emergency contacts.
 - A **\$1.00 per minute per child** late fee applies.
 - Fees must be paid **at pick-up or before the next attendance day**.
 - **Habitual lateness may result in termination of services.**
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Authorized Persons

Parents must list individuals authorized to pick up their child. **A valid photo ID is required.**

Separated or divorced parents must indicate on the enrollment form who has legal custody. Unless a legal restraining order is on file, either parent listed on the birth certificate may pick up the child.

Attendance

- Please notify staff of any planned absences or schedule changes.
 - If your child is sick, inform us as soon as possible.
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Health and Safety

- All staff are **CPR and First Aid certified** and trained in emergency protocols.
- Parents must provide any necessary medications and a physician's care plan.

Children will be sent home if they have:

- A contagious disease
- Fever over 100°F
- Vomiting or diarrhea
- An accident requiring medical attention
- Head lice

In severe cases, EMS will be called, and the child will be transported to the nearest hospital.

Staff cannot release a child to a parent who appears under the influence of drugs or alcohol.

Program Activities

- Supper (dietary restrictions accommodated as possible)
- Homework assistance, silent reading, and read-alouds
- Arts, crafts, sports, music, yoga, fitness, and games
- Occasional special events and field trips (details provided in advance)

Communication

- Regular updates will be sent by **email, phone, or in-person meetings.**
- Notify staff of **any changes to contact information.**

Feedback & Concerns: Speak with your Site Director or After-School Coordinator at any time.

Adult Conduct

Parents and staff must model positive behavior. Inappropriate actions (including threats, harassment, violence, or possession of drugs, alcohol, or firearms) may result in **immediate termination of services.**

Safety Drills

We conduct monthly fire drills and regular tornado and earthquake drills. Additional drills may include **bomb threats, intruder alerts, or outside disturbances.**

Immunizations

Children must be current on **all required immunizations.**

Medical exemptions must be certified by a licensed doctor of medicine (MD) or doctor of osteopathy (DO). Families choosing not to immunize without a medical exemption **cannot enroll.**

Allergies and Medication

- Children with allergies requiring medication must have a **Medical Authorization Form** on file.
 - Staff will document any emergency medication administered and notify parents.
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Child Abuse Reporting

Staff are **mandatory reporters** of suspected child abuse and/or neglect and will contact the Missouri State Hotline at **1-800-392-3738** when necessary.

Behavioral Expectations

We promote **positive behavior and respect for others**. Discipline is handled fairly and consistently through redirection and positive reinforcement.

Discharge Policy

A child may be **withdrawn** for:

- Incomplete enrollment forms
 - Repeated behavior problems that endanger others
 - Health or safety concerns
 - Unpaid tuition fees
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Volunteers

Volunteers are welcome but must meet all state licensing requirements, including a **TB test, physical, and background check** if volunteering multiple days.

Non-Discrimination Policy

Upper Room KC does not discriminate based on race, color, national origin, immigration status, religion, age, marital status, sex, sexual orientation, socioeconomic status, or disability.

Parent Acknowledgement

The Parent Handbook outlines program policies and procedures. Understanding and following these policies ensures that children's needs are met, and that parents and staff can work together successfully.

Parent/Guardian Name (Print): _____ **Date:** _____

Parent/Guardian Signature: _____ **Date:** _____
