

Upper Room Kansas City Before and After School Program

Parent Handbook

Updated July 16, 2026

Welcome to the **2026–2027 Upper Room KC Afterschool Program!**

We are excited that your family has chosen to be a part of our program and look forward to partnering with you throughout the school year. Our goal is to provide every child with a safe, supportive, and engaging environment where they can learn, grow, build meaningful relationships, and have fun after the school day ends.

At Upper Room KC, we are committed to fostering academic success, character development, physical activity, and enriching STEAM experiences while creating a positive sense of community for all students. Our dedicated staff strives to ensure that every child feels valued, respected, and encouraged to reach their full potential.

This Parent Handbook has been designed to provide you with important information about our program, including policies, procedures, expectations, and the services we offer. We encourage you to read it carefully and keep it as a resource throughout the school year.

We value open communication and believe that a strong partnership between families and our staff is essential to each child's success. If you have any questions, concerns, or suggestions, please do not hesitate to contact your Site Director or the Upper Room KC administrative team.

Thank you for entrusting us with your child's care. We look forward to a wonderful and successful school year together!

Sincerely,

Upper Room KC Administration

Mission Statement:

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

Program Hours:

The Upper Room KC Afterschool Program operates **Monday through Friday** during the school year. Program hours are based on each school's dismissal schedule.

- **Afterschool Care:** From your child's school dismissal time until **6:00 p.m.**
 - Schools with a **3:00 p.m.** dismissal: **3:00 p.m. – 6:00 p.m.**
 - Schools with a **4:00 p.m.** dismissal: **4:00 p.m. – 6:00 p.m.**
 - **University Academy only 2:45 p.m.** dismissal **5:30 p.m.**

Students are released to the program immediately following the conclusion of the school day based on their school's bell schedule.

Before-School Care (Academie Lafayette Only)

Upper Room KC also offers **before-school care exclusively for students enrolled at Academie Lafayette**. Before-school care is available **Wednesdays only from 7:30 a.m. to 9:30 a.m.** During this time, students will participate in supervised activities in a safe and supportive environment before the start of the school day.

Please ensure that students arrive during the designated program hours. Consistent arrival and timely pick-up help us maintain a safe, organized, and high-quality program for all participants.

Enrollment and Registration

Enrollment for the Upper Room KC Afterschool Program is completed online through the Upper Room KC website.

To ensure your child's enrollment is processed without delay, all sections of the enrollment application must be completed. Incomplete applications will be returned, and children will not be permitted to attend the program until all required enrollment documents have been received and approved.

The following items are required at the time of enrollment:

- A completed online enrollment application.
- A current copy of your child's immunization records.
- Any additional documentation required for enrollment.

Program tuition, registration fees, and payment schedules are outlined in the registration packet provided during the enrollment process.

Tuition Payment Policy

Tuition payments are due **each Friday by 5:00 p.m.** for the upcoming week of care. Families are also welcome to make **monthly tuition payments** if preferred.

Payments not received by **Monday at 5:00 p.m.** will be considered **late** and will be assessed a **\$10.00 late fee**.

Accounts that become **two (2) weeks delinquent** may result in the child being **temporarily denied participation in the program** until the account is brought current. Upper Room KC reserves the right to suspend or terminate enrollment for continued nonpayment.

State Subsidies Certification:

Families receiving **Missouri State Child Care Subsidies** must provide **approved subsidy authorization documentation prior to enrollment**.

Parents are responsible for paying their required **weekly parent copayment every Friday by 5:00 p.m.** Failure to pay the required copayment in accordance with the program's tuition policy may result in late fees, suspension of services, or removal from the program if the account becomes delinquent.

Parents are also responsible for monitoring the status of their child care subsidy and must contact the appropriate state agency **at least two (2) weeks before their subsidy authorization expires** to ensure there is no interruption in benefits.

If a family's subsidy expires, is terminated, or is otherwise discontinued, the family will become responsible for paying the **full weekly tuition rate** beginning on the effective date the subsidy ends. Continued enrollment is contingent upon payment of the applicable tuition.

For additional information regarding the Missouri State Child Care Subsidy Program, please visit the **Upper Room KC website** or contact our office at **(816) 363-3819**.

Late Pick-Up Policy

The Upper Room KC Afterschool Program closes promptly at 6:00 p.m. at all program locations. Parents and guardians are expected to pick up their child by the designated closing time. If you are unable to arrive by 6:00 p.m., please make alternate arrangements with an individual listed on your child's authorized pick-up list.

If a child has not been picked up by closing time, Upper Room KC staff will contact the parent/guardian and, if necessary, the emergency contacts listed on the child's enrollment form.

A late pick-up fee of \$1.00 per minute, per child will be assessed beginning at 6:01 p.m. The late fee is due at the time of pick-up or before the child's next scheduled day of attendance.

This policy will be strictly enforced. Repeated late pick-ups may result in suspension or termination of your child's enrollment in the program.

Attendance

Regular attendance is encouraged to help children benefit fully from the program and participate in planned activities.

- Parents should notify the program of any planned absences or changes to their child's regular attendance schedule.
- If your child will be absent due to illness or another reason, please notify the Site Director as soon as possible.
- If your child will not be attending the program after school on a scheduled day, please notify both the school and the Upper Room KC program to ensure your child's safety and accurate attendance tracking.

Safety and Security

The safety and well-being of every child is our highest priority.

- All Upper Room KC staff are certified in CPR and First Aid and receive ongoing training in child supervision, emergency preparedness, and safety procedures.
- Only individuals listed as authorized pick-up persons on the child's enrollment form will be permitted to pick up a child.

- A valid photo ID may be requested at any time before a child is released.
- For the safety of all participants, parents and guardians must sign their child out each day using the program's designated sign-out procedure.
- Children will not be released to anyone who appears to be under the influence of drugs or alcohol. If necessary, local authorities may be contacted to ensure the safety of the child.

Health and Safety Policy

The health and safety of every child enrolled in the Upper Room KC Afterschool Program is our highest priority. Parents and guardians are responsible for informing the Site Director of any medical condition, allergy, or health concern that may affect their child's participation in the program.

If your child has a diagnosed medical condition, please provide written instructions regarding the care your child may require during program hours. Any prescribed medication that may need to be administered during the program must be provided by the parent or guardian in its original labeled container, along with all required medication authorization forms.

Children requiring ongoing medical care or accommodations must have an **Individual Health Care Plan** completed by their physician and/or school nurse. This plan will be maintained in the child's file and followed by program staff.

Illness and Exclusion from Care

For the health and safety of all participants, parents or guardians will be contacted and required to pick up their child as soon as possible if the child develops any of the following while attending the program:

- A contagious or communicable illness.
- A fever of **100.0°F or higher**.
- Vomiting or diarrhea.
- An injury or accident requiring medical attention beyond basic first aid.
- Head lice or other communicable infestations, in accordance with school and health department guidelines.
- Any illness or condition that prevents the child from participating safely in program activities or poses a risk to others.

Children who are sent home due to illness should not return to the program until they meet the applicable school or public health guidelines for returning.

Medical Emergencies

In the event of an accident, injury, or sudden illness, program staff will immediately notify the child's parent or guardian. If emergency medical care is necessary, **Emergency Medical Services (EMS)** will be contacted, and the child will be transported to the nearest appropriate medical facility. Every effort will be made to notify the parent or guardian as quickly as possible.

Child Safety During Pick-Up

Upper Room KC is committed to ensuring the safety of every child at dismissal. If staff have reasonable concern that an individual attempting to pick up a child is impaired by alcohol, drugs, or any other substance that could jeopardize the child's safety, staff will take appropriate steps to protect the child.

When appropriate, staff may:

- Request that another authorized individual listed on the child's emergency contact form pick up the child.
- Delay the child's release until a safe transportation plan has been arranged.
- Contact local law enforcement or child protective authorities if necessary to ensure the child's safety.

Transportation

Upper Room KC staff are **not permitted to provide transportation** for children or parents enrolled in the Before-School or Afterschool Program. Parents and guardians are responsible for arranging safe and timely transportation to and from the program.

Discharge from the Program

Upper Room KC is committed to providing a safe, positive, and supportive environment for all children. While we strive to work collaboratively with families to address concerns, there are circumstances in which a child's enrollment may be suspended or terminated to ensure the safety and well-being of all participants.

Reasons for temporary or permanent dismissal from the program may include, but are not limited to:

- Failure to submit or maintain all required enrollment and health documentation.
- Nonpayment of tuition or fees in accordance with the program's payment policy.
- Repeated late pick-up of a child.

- Repeated behaviors that pose a risk to the safety or well-being of the child, other participants, staff, or program property.
- Behavior that significantly disrupts the program and does not improve despite intervention and communication with the parent or guardian.
- Health or medical conditions that cannot be safely accommodated within the scope of the program or that pose a health and safety risk to others, as determined by applicable licensing requirements.
- Providing false or misleading information on enrollment or program documents.
- Failure of parents or guardians to comply with program policies and procedures outlined in this Parent Handbook.

Whenever possible, Upper Room KC will work with families to develop appropriate interventions before dismissal becomes necessary. However, the program reserves the right to immediately suspend or terminate enrollment when a child's behavior or circumstances present an immediate threat to the health, safety, or welfare of others.

Admission Policy

Children enrolled in **kindergarten through fifth grade** during the **2026–2027 school year** are eligible to participate in the Upper Room KC Afterschool Program, provided space is available.

Enrollment is accepted on a first-come, first-served basis and is not considered complete until all required forms and documentation have been submitted and approved.

The following documentation is required prior to a child's first day of attendance:

- A completed Upper Room KC enrollment application.
- The Missouri Department of Elementary and Secondary Education (DESE) Office of Childhood Child Care Compliance enrollment forms, as required.
- A current Missouri School-Age Child Health Report, if required by state licensing regulations.
- Current immunization records or a valid state-approved exemption.
- Emergency contact and authorized pick-up information.
- Any required medical action plans, medication authorization forms, or other health-related documentation for children with special medical needs.

Children may begin attending the program only after all required documentation has been received, reviewed, and approved by Upper Room KC.

Behavior Expectations

Upper Room KC is committed to providing a safe, supportive, and respectful environment where every child has the opportunity to learn, grow, and thrive. We encourage children to demonstrate positive behavior by showing respect for themselves, others, staff, school property, and program materials.

Our staff use **positive behavior support strategies**, including redirection, encouragement, clear expectations, problem-solving, and positive reinforcement to help children make appropriate choices and develop strong social skills.

When behavior concerns arise, staff will work with the child to identify appropriate solutions and, when necessary, communicate with parents or guardians to develop strategies that support the child's success.

Children are expected to:

- Treat others with kindness, respect, and courtesy.
- Follow directions given by Upper Room KC staff.
- Use appropriate language and behavior at all times.
- Respect school and program property.
- Participate safely in program activities.
- Help maintain a positive and inclusive environment for all participants.

Behavior that endangers the safety of the child, other participants, staff, or property may result in disciplinary action, including parent conferences, behavior improvement plans, temporary suspension, or dismissal from the program.

School Suspension Policy

Upper Room KC is an extension of the school day and is committed to supporting each school's behavioral expectations. Therefore, **students who are suspended from school or suspended from school transportation (bus suspension) are not permitted to attend the Upper Room KC program during the period of their suspension.** Students may return to the program once they have been officially reinstated by their school.

Program Activities

Upper Room KC provides a well-rounded program designed to support children's academic, social, emotional, and physical development in a safe and engaging environment.

Daily Schedule

Each program day may include the following:

- **Nutritious Supper:** A healthy supper is provided daily. Parents are responsible for informing the program of any food allergies, dietary restrictions, or medical dietary needs at the time of enrollment.
- **Academic Support:** Students are provided time for homework completion, silent reading, and interactive read-aloud activities. While staff are available to assist with homework, completion cannot be guaranteed.
- **Enrichment Activities:** Children participate in a variety of structured, age-appropriate activities designed to promote creativity, teamwork, and healthy lifestyles, including:
 - STEAM (Science, Technology, Engineering, Arts/Crafts, and Mathematics)
 - Physical fitness and organized sports
 - Yoga and mindfulness activities
 - Music and performing arts
 - Educational games and team-building activities
 - Character development and community-building experiences

Special Events and Field Trips

Throughout the school year, Upper Room KC may offer special events, guest presenters, service-learning opportunities, and educational field trips that enhance the program experience.

Parents and guardians will receive advance notice of all special events and field trips. Written permission will be required for participation in any off-site activity.

Communication

Upper Room KC believes that open and consistent communication between families and staff is essential to a successful program.

Parent Communication

Families can expect regular communication through one or more of the following methods:

- Email

- Phone calls or text notifications
- Parent meetings or conferences, as needed
- Program newsletters and announcements

Parents and guardians are responsible for notifying the program immediately of any changes to:

- Home address
- Telephone numbers
- Email address
- Emergency contacts
- Authorized pick-up individuals
- Medical or health information

Feedback and Concerns

We value the partnership we share with our families and welcome suggestions that help improve our program.

If you have questions, concerns, or feedback, please contact your child's Site Director or another designated Upper Room KC staff member. We are committed to addressing concerns promptly, respectfully, and collaboratively.

Emergency Procedures

The safety of our students and staff is our highest priority. Upper Room KC maintains emergency preparedness procedures and regularly trains staff on emergency response protocols.

Emergency Contacts

Parents and guardians must provide current emergency contact information at the time of enrollment and promptly notify the program of any changes.

In the event of an illness, injury, or emergency, Upper Room KC staff will make every effort to contact the child's parent or guardian immediately. If a parent or guardian cannot be reached, staff will contact the emergency contacts listed on the child's enrollment form.

Inclement Weather

Upper Room KC follows the operating decisions of each partner school regarding emergency school closures, delayed openings, and early dismissals due to inclement weather or other emergencies.

- If school is **closed**, the Upper Room KC program will also be **closed** unless families are otherwise notified.
- If school dismisses **early due to weather or another emergency**, the Upper Room KC program may close early or cancel programming based on the school's decision and the safety of students and staff.
- Families will be notified as soon as possible of any changes to the program schedule through the program's established communication methods.

Parents are encouraged to maintain updated contact information to ensure they receive timely emergency notifications.

Child Abuse and Neglect Reporting

The safety and well-being of every child enrolled in the Upper Room KC program is our highest priority.

In accordance with **Missouri law**, all Upper Room KC employees are **mandated reporters** and are legally required to report any reasonable suspicion of child abuse or neglect. Staff members are trained to recognize signs of abuse and neglect and are required to report suspected cases immediately.

Reports of suspected child abuse or neglect are made to the **Missouri Child Abuse and Neglect Hotline**, which is operated by the Missouri Department of Social Services, Children's Division. Reports are made in good faith and in accordance with state law.