



A partnership between Springfield Public Schools and
the Springfield–Greene County Park Board

PARENT HANDBOOK

300 E. Harrison
Springfield, MO 65806
(417) 837-5737
Fax: (417) 719-7984
SPARC@springfieldmo.gov
www.parkboard.org/SPARC

SPARC EXPECTATIONS

SPARC's Commitment to Parents/Guardians & Children...

- Children are cared for in a safe, supportive environment
- Parents are welcomed to visit with the Site Director about concerns related to their child
- They will be informed about any issues with behavior from their child and be able to speak with the Site Director to discuss and correct behavior
- They will be regularly informed about activities
- They will be given opportunities to provide input about the program

SPARC's Expectations of the Parent's/Guardians...

- Communicate with staff respectfully
- Support staff with discipline situations
- Follow all policies outlined in this Handbook
- Notify Site Director of any changes with the child's records
- Sign your child(ren) in and out daily
- Read all information distributed and written on the parent board

SPARC's Expectations of the Children...

- To have fun in a safe environment
- To treat all equipment, staff, materials, and the facility with respect
- To make choices and take responsibility for actions
- To participate in all activities to the best of their ability
- Develop and use social skills
- Express emotions in an appropriate manner
- To follow all rules and guidelines given

Program Policies

Days of Operation

- SPARC follows the Springfield Public Schools calendar and will only be offered on days in which school is in session.
- SPARC does offer School's Out, Winter Break, and Spring Break programs. More information will be distributed during the school year.

Snow/Heat/Emergency Days Off

- SPARC will be closed on days the schools are closed, including snow days, heat days, and other emergencies due to inclement weather. Snow Days programs will be available at the Oak Grove Community Center for a daily rate, paid at the time of registration.

Children should bring a lunch with them to the program. Program will be on a first come basis until full.

Enrollment

- Registration forms can be found at:
 - School Office
 - SPARC Office
 - Parkboard.org/SPARC
- Registration is available online @ Parkboard.org/SPARC
- Registration and payment must be received prior to the child attending.
- Check or Cash Payments will only be accepted at the SPARC Office and must be received by 8:30 am Wednesday prior to the week the child will attend.
- PAYMENTS WILL NOT BE ACCEPTED AT THE SCHOOL
- A \$10 (per child) **late fee** will be added to any late registrations received after Wednesday prior to the week the child will attend.
- If the program is full, the child may be placed on a waiting list.
- **RETURNED CHECKS** – Individuals whose checks are returned will no longer be registered for that week. If space is available, those individuals may re-register by paying with cash. A \$30 fee (\$20 for the returned check plus \$10 late fee) will be charged in addition to the program fee.

Credit Cards

- Payments will be charged to your credit card the **Wednesday @ 12:30a.m.** prior to each week for the fee(s) and date(s) indicated on your credit card form or online. .
- Should funds not be available when the charge occurs, a \$20 insufficient funds fee will be applied and due at time of payment failure along with any outstanding program fees.
- A call and/or email notification will be given in an effort to make other payment arrangement. If an alternate payment is not received by the end of business day the child may not return to the program until payment has been made.
- Reoccurring payment processing or payment due issues will be subject to termination of participation in the SPARC Programs after 3 occurrences. These occurrences will be tracked on a calendar year and will be reset to zero after December 31.

Cancellation Policy

- Registration fees offset the cost to plan and schedule program. Enrollment is depended on for a successful program. Please plan your schedule carefully, as responsibility cannot be accepted for personal circumstances.
- A \$10 processing fee will be applied to all **paid** registrations.
- If you must **CANCEL** your registration, **you** must notify the SPARC Office **in writing** (in-person, or by email, fax or mail) no later than 5:00 pm on the Monday prior to the week

your child is scheduled to attend in order to receive your refund (minus the \$10 processing fee for paid registrations). Cancellation requests submitted after Monday will not be eligible for a refund. ***Cancellation forms are available at the School-Park Office.***

- NO credits or refunds will be approved for absenteeism, suspension, or expulsion from the program.
- **Sign in and Out Procedures**
 - **Parents and other authorized individuals must sign the child(ren) in every morning and out every afternoon.**
 - Only authorized individuals will be allowed to pick up a child from the program. No child will be released to leave with someone who is not listed on the Pick-Up Authorization Form.
 - **Photo identification must be presented at time of pick-up.** No child will be released to anyone who refuses to show identification when asked.
 - Children must be picked up by 6pm. A **\$5 LATE FEE** will be charged for each 15 minutes, or portion thereof, that the parent is late.
 - Children will not be allowed to return to the program until all late fees are paid.
 - Authorities will be notified if children are not picked up by 7:00 p.m.

Insurance

- The Springfield-Greene County Park Board does not provide any accident or hospitalization insurance for program participants. We recommend that you review your own family policies for coverage information.

Medical Authorization

- If your child needs to be given medication (prescription or over-the-counter) while at program, you must have a completed **health statement** form on file.
 - **No Medication will be given without this form on file.*
- All medications must be in the original, properly labeled container when sent to program.

Sick Child

- Please do not send your child to program with a fever or an illness.
- If your child exhibits symptoms of illness or fever, you will be called to pick up your child.

- We ask that you make every effort to pick up the child as quickly as possible.

Inclusive Recreation

- If your child requires accommodations for participation, please notify us at least two weeks prior to the week they will attend.

Emergency Situations

- **SPARC Office Phones** will be answered 8 am - 4 pm; Monday – Friday
 - (417) 837-5737
 - The Program Director will be notified by the office to return your call.
- **SPARC Emergency Line** is available for after hour and weekend needs
 - (417) 837-5737
 - The On-Call Supervisor will receive and return your call and follow up with the necessary Program Director as needed.

Personal Items

- Personal items from home, such as toys, games, cards, etc should not be brought to SPARC, but are the child's responsibility if they do.

Cell Phones / Electronic Equipment

- Students are not allowed to use Cell Phones, MP3 Players, Handheld Gaming Devices, or other electronics at SPARC. SPARC accepts no responsibility for loss or theft of student property. Students using any such items may have them confiscated and given to the parent upon pick-up.

Licensing

- SPARC is licensed by the Department of Health and Senior Services, Bureau of Child Care. A copy of the licensing policies is available for review at the parent's request.

Discipline Guidelines

- Children are expected to display satisfactory behavior while at program. If behavior problems arise, the child's behavior will be documented and parents will be notified. If the problems are persistent or severe, the child can be suspended or expelled from the program. Bullying or hitting others will not be tolerated.
- Depending on the severity of the incident or number of occurrences, EACH documentation can include any or all of the following:
 - Verbal Warning

- Safe Seat (Time away from activity/group)
- Visit with the Director
- Visit with Parents
- Suspended for X number of Days
- Expulsion
- No refunds due to suspension or expulsion for the current week will be approved.