



2009-10 Family Handbook

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WELCOME

On behalf of the Board of Directors and staff, welcome! Growth and Learning Opportunities (GLO) provides quality before and after-school programs; safe, trusting and challenging environments where children are encouraged to pursue new and familiar interests, develop friendships, grow with confidence, independence and continue to develop respect for themselves and others.

GLO operates licensed programs in San Francisco. The sites are located in San Francisco Unified School District schools. GLO is a private, non-profit corporation governed by an Executive Board of Directors. GLO offers safe, supervised, quality care, designed to meet the development and social needs of the children enrolled.

This handbook outlines what to expect, and what is expected from you, at any of our sites or programs. Details specific to a site, such as staff, schedules and other site related information is distributed at the site level. If after reading this handbook and attending a site orientation, parents have additional questions, please contact us.

MISSION AND PROGRAM PHILOSOPHY

The mission of our programs and sites is to provide quality before & after-school programs to school-age children and their families. GLO is comprised of licensed sites with 90 staff serving over 900 children year round. We believe children learn and master new skills through a variety of play experiences. Staff support and enhance the school day by providing and creating opportunities for children and youth to learn and experience new things through physical activity, social experience, hands-on participatory activity and choice. The curriculum includes a variety of age and developmentally appropriate group and individual activities (structured and non-structured). The program provides the children with the space and the time to discover. GLO provides the children with supportive and encouraging staff, who strive to assist children in developing and maintaining a positive self-image and encourages children to take responsibility for themselves and their actions while learning social skills, such as problem solving and cooperation with others.

ENROLLMENT POLICY

- GLO is non-discriminatory in admission. We do not discriminate based on race, religion, place of national origin, gender, sexual orientation, mental or physical ability.
- GLO serves children in grades Kindergarten through Fifth.
- During the school-year, GLO's first priority is to serve students who attend the host school sites. Exceptions will be considered on a case by case basis depending on but not limited to capacity, staffing schedule, and ability to meet the organization's mission.
- A parent or guardian is required to visit the site for an orientation before the child attends. If the parent cannot attend the scheduled orientation, please set up an individual orientation before the child's first day of attendance. All required documentation must be complete and turned into the site before the child begins the program. Accounts with unpaid balances at the end of the school-year and / or summer programs will not be eligible for admittance for the following school-year and / or summer program.
- Children with **Special Needs** are welcome to attend GLO Programs and are considered for admission on an individual basis. The Site Director will meet with the parent or guardian before enrolling to determine if the program is the best environment for the child. Upon admittance, staff and parents will continue to meet regularly to monitor the child's progress and discuss how best to support the child. It is sometimes necessary to redirect children and their families, especially if we do not have facilities or staff to work with the child's needs.
- The programs observe some traditional celebrations, such as birthdays, Halloween, Christmas, Hanukkah, and Kwanza, please take the responsibility to alert the Site Director in advance of the scheduled celebration as to how to best make reasonable accommodations.
- Cost of monthly tuition varies from site to site due to program hours. Please refer to program application.

HISTORY OF GLO

August 1982: The organization was founded and established in 1982 as a small site located at West Portal Elementary School by a group of dedicated parents who desired for safe and supervised childcare. The first summer camp program was launched in 1986.

September 1992: GLO. opened at Alvarado Elementary School. A dedicated group of parents approached the Board, and with collaboration, the program was opened. This site is licensed for 100 children, kindergarten through fifth grades.

September 1995: GLO. opened at the established Alice Fong Yu Alternative School. The program is licensed to serve 140 children, Kindergarten through Fifth grades.

January 1999: GLO opened at Fairmount Elementary School. This site is licensed for 158 children. The program serves Kindergarten through Fifth grades before and after-school.

May 1999: GLO applied for and received a grant from the San Francisco Department of Children, Youth and Families (DCYF). The grant was used to address quality program improvements, create opportunities for professional development and staff training. The grant helped to develop and implement program improvement action plans and work toward the eventual accreditation of program sites through the National After-School Association (NAA).

June 2003: GLO operated several summer camps including a Chinese Immersion Summer Camp. Summer camp field trips are supported in part by grants through the Summer Youth Grant project, from the Northern California Grant makers.

May 2005: Two of the organization's programs were accredited by the National Afterschool Association (NAA). This is awarded for the highest level of development for a before & afterschool program. Fairmount After-School received a grant from the Mayor's Office of Community Development (MOCD) to improve quality and standards aligning our program and the school districts free tutorial program.

August 2005: The organization changed its name from West Portal Center for After-School Recreation and Education (C.A.R.E.) to **Growth and Learning Opportunities, GLO.**

August 2006: GLO integrates enrichment classes as part of the "Summer Adventures" summer program. Children engage in active learning through games, literature, critical thinking, exercises, sports, outdoor education, teambuilding, art and drama. GLO also becomes the lead agency for SFUSD's School Health Programs Dept. ExCEL after-school programs offering free programming to 90 children at Fairmount Elementary School.

August 2007: GLO is the lead agency for the Alvarado Extended Learning Program after-school for 32 children to improve academic achievement. In addition, with the support of community funds, GLO continues to be the lead agency for the EXCEL Program at Fairmount Elementary through the 2009-10 school-year.

July 2008: GLO celebrates the completion of its 25th year of service to San Francisco children and families!

August 2009: GLO completes its 4th successful year of GLO Summer Adventures. GLO opens afterschool programs at two school sites: Sherman Elementary School and Dianne Feinstein Elementary School.

ORGANIZATIONAL DIRECTORY

<p><u>GLO at West Portal Elementary School</u> License # 380505050</p> <p>5 Lenox Way, San Francisco, CA 94127</p> <p>Phone: 415-242-8641 Cell Phone: 415-244-8595 Fax: 415-753-1137 Email: wpd@gloinc.org</p> <p>Directors: Salina Lam, Site Director Jessica Cutter, Assistant Director</p>	<p><u>G.L.O at Fairmount</u> License # 384000530</p> <p>65 Chenery Street, San Francisco, CA. 94131</p> <p>Phone: 415-824-1236 Cell Phone: 415-244-7235 Fax: 415-695-5343 Email: fas@gloinc.org</p> <p>Directors: Leah Garza, Site Director To Be Hired, Assistant Director – PM Kathryn Hallinan, Assistant Director – AM</p>
<p><u>GLO at Alvarado</u> License # 380506120</p> <p>625 Douglass Street, San Francisco, CA. 94114</p> <p>Phone: 415-285-7756 Cell Phone: 415-244-9865 Fax: 415-285-1152 E-mail: aas@gloinc.org</p> <p>Directors: Melissa Serrano, Site Director To Be Hired, Assistant Director</p>	<p><u>G.L.O at Sherman</u> License # To Be Assigned</p> <p>1651 Union Street, San Francisco, CA. 94123</p> <p>Email: shermand@gloinc.org</p> <p>Director: Beth Guy, Site Director</p>
<p><u>GLO at Alice Fong Yu</u> License # 384000062</p> <p>1541 12th Ave., San Francisco, CA. 94122</p> <p>Phone: 415-242-8640 Cell Phone: 415-992-2144 Email: afyd@gloinc.org Fax: 415-753-1157</p> <p>Directors: Paula Maroon, Site Director Stefanie Hui, Assistant Director</p>	<p><u>G.L.O at Dianne Feinstein</u> License # To Be Assigned</p> <p>2550 25th Avenue, San Francisco, CA. 94116</p> <p>Email: feinsteind@gloinc.org</p> <p>Directors: Jan Hoshida, Site Director Saville Gambol, Assistant Director</p>
<p><u>Administrative Office</u></p> <p>Address: 1560 Noriega Street, Suite 206, San Francisco, CA 94122 Phone: 415-753-1113 Fax: 415-242-8643 Email: admin@gloinc.org Staff: Simon Lee, Executive Director Sherene Hung, Accounts Receivable Max Gow, Administrative Assistant</p>	

GENERAL INFORMATION

All sites are licensed through the State of California Department of Social Services (Community Care Licensing Department). Under state licensing guidelines, all on-site staff pass three levels (FBI, Child Abuse Index Check, and Dept. of Justice) of background checks through electronic fingerprinting. All on-site staff are also required to be TB Negative. Teachers in the programs are required to complete or concurrently attend 12 units of Early Childhood Education or equivalent. As licensed programs, we are required by law to maintain a ratio of 14:1. GLO's adult to child ratio is approximately 1:10 for children in grades Kindergarten to Second, approximately 1:12 for grades Third through Fifth. Licensing analysts from Social Services will make unannounced visits to the programs. License numbers by site are listed on the Organizational Directory, page 5.

FORMS AND DOCUMENTATION

There are several forms required by the administration and the State of California Department of Social Services (Community Care Licensing). All forms must be completed and on file prior to the first day of a child's enrollment. A child's file is to be made available to Community Care Licensing for review at any time even without parent or guardian notification. The Department of Social Services (Community Care Licensing) has the right to interview children or review their records without parent or guardian notification. Changes in emergency information must be kept up to date. If you have any questions about any of the forms, please speak to the Site Director.

***Licensing regulations mandate children without all required / updated paperwork cannot participate in the program. Children without all appropriate paperwork **will not** be allowed to participate in the program. Violation of licensing regulations may result in citations, fines, and possible program closure.

Forms and documentation in each child's file will include:

1. Signed receipt of having received and read GLO Family Handbook
2. Identification and Emergency Information Form (LIC 700)
3. Emergency Card
4. Child's Health History Form (LIC 702)
5. Emergency Medical Release (reverse side of Emergency Card) (LIC 627)
6. Parents Rights Form (LIC 995)
7. Personal Rights Form (LIC 613A)
8. Other documentation may include but not limited to: field trip permission slips, parent notes to the program, developmental reports, teacher observations, copy of IEP from the school, and documentation of parent / guardian custody agreement from court.

PARENT PARTICIPATION

Visiting: We have an open door policy. Parents / Guardians are welcome to visit at any time during the course of the program day.

Daily Activities: Have an extra hour or two? Swing by the program for a participatory visit by helping out with homework time, making snacks, play kickball, or read a story. It's a great way to learn about the program in a hands-on way. Contacting the Site Director in advance is encouraged.

Special Events: A fun way to contribute to the program is to sign up to help out with Special Events throughout the school year. Parents are a critical part of the success to Health Week, Parent Night's Shows, Valentine's Day Parties, Day In The Park, Festivals and much more. Parents can help by donating time, prizes, food, or money. Look out for Special Event announcements or simply approach your Site Director.

Site Council: Join an advisory group of parents to support the GLO Staff and Site Director. Learn about the program and contribute your feedback and ideas. Meetings are held monthly. Staff will supervise the children and dinner will be provided for the meeting. See your Site Director for more information.

Fundraising / Grant Writing: GLO is a private non-profit, always looking for parents to help with researching, writing, editing, or proofreading grant proposals. Contact the Executive Director with your interest.

Board of Directors: Joining the GLO Board of Directors is a great way to participate on the administrative level of the organization. The GLO Board of Directors meets monthly to provide support for the Executive Director and oversees the organization's policies, finances, and strategy for the future. Candidates with expertise in Human Resources, Finance / Accounting, Law, Non-Profit Management, and Fundraising are encouraged to inquire. Childcare and dinner are provided. Please contact the Executive Director with your interest.

WEBSITE

GLO's website address is www.gloinc.org. The website contains up-to-date newsletters available for downloading. Parents can learn about the fee subsidy program, GLO's history, and even download an application for summer, full-day, and school-year before & after-school programs. Children can click on the children's section to play fun games.

PARENT ORIENTATIONS

Each new family will be invited to receive an orientation at the beginning of the school-year and throughout the year as needed. Topics at the orientation will include all of the topics in the Family Handbook and questions from individual parent guardians.

FAMILY MAILBOXES

Each family has a mailbox, located near the Sign In/Out area. The mailbox is one of the ways we communicate with you on a regular basis. Your monthly tuition statement, receipts and newsletter will be placed in the mailbox. Please make sure you check this mailbox on a regular basis.

NEWSLETTERS

You will receive a monthly newsletter in your family mailbox. The newsletter contains pertinent information about the site, the organization, upcoming events and to keep you informed about your child or youth's experience during the day. Please read your newsletter to stay informed. Both electronic newsletters and paper newsletters will be distributed.

SCHEDULE CHANGES

Complete an Add / Drop form.

1. They are located at the program site or the GLO administrative office. Please note that "drops" must be received at the GLO administrative office at least thirty (30) days in advance of the effective drop date or risk forfeiting the deposit.
2. Until the Administrative Office receives written notification for "drops", you will continue to be billed, and will be financially responsible for tuition payments.
3. All Add / Drop Forms must have a Site Director signature to be complete.

TRANSPORTATION

GLO does not provide transportation to or from our elementary school sites. Families must arrange transportation individually. When taking field trips during afternoons or on full days, programs will walk to nearby destinations and use public transportation for more distant locations.

SIGNING IN AND OUT

Per Department of Social Service Licensing Regulations, children must be signed in and out daily by their parent, guardian or authorized adult both first and last names. Persons signing a child out must be 18 years or older. Failure to comply with signing in and out using your full name, on a daily basis, will be grounds for dismissal.

For 5th Grade Families: Any requests for children to walk home from the afterschool must be in writing to the Site Director. The Site Director will work with each request to determine if the child is ready for the responsibility and ensure the safety first.

If you would like a person under the age of 18 to pick up your child, you must have written permission on file and work with the Site Director to ensure safety of the participant. **Once any participant is signed out of the program, GLO takes no responsibility for the participant.**

ABSENCES & ALTERNATE PICK-UP PERSON(S)

Absences:

1. Write a note to the Site Director / Asst. Site Director which details the date(s) of absence, child's name, grade, and call-back number.
2. Please call the program site or program cell phone if your child will not be attending the program. Parents are encouraged to leave a message with the following details: date / time of call, caller's name, child's name, message and call-back number. **DO NOT SEND EMAILS REGARDING ABSENCES.**

Alternate Pick-Up Person(s):

1. If parents / guardians would like another person to pick up their child, they must be designated person or persons on the Identification and Emergency Information Form.
- 2a. Write a note to the Site Director / Asst. Site Director which details the date(s) of absence, child's name, grade, the full name designated person picking up the child, and call-back number. **DO NOT SEND EMAIL REGARDING PICK-UPS.**
- 2b. Call the program site or program cell phone if your child will be picked up by a friend / relative. Upon arriving, the friend / relative will be asked to show their government photo ID. For safety and security reasons, children WILL NOT be released to friends / relatives without a valid government issued photo ID.

CHILD PICK-UP SECURITY

1. If the contracting parent or guardian chooses not to list the divorced or separated parent, pursuant to licensing regulations, we cannot release the child without a court-signed order.
2. Staff cannot deny access to a biological parent. If the non-custodial, biological parent or other such person arrives to pick up the child, and they are not listed on the Child Authorization Release Form, and we do not have information on file, the staff will:
 1. Contact the contracting parent or guardian
 2. Explain to the non-custodial, biological parent or other such person that we cannot release the child to them without permission from the contracting parent or guardian. Staff will explain the release procedure.
 3. If the contracting parent or guardian cannot be reached and permission given, staff may need to call the police.
 4. The police will then confirm the identity of the non-custodial, biological parent. In all probability, the police will then release the child to the non-custodial biological parent.

SUSPECTED NEGLECT AND/OR CHILD ABUSE OR SUSPECTED INFLUENCE UNDER A CONTROLLED SUBSTANCE

- Staff is legally mandated to report any instance of observed or suspected child abuse or neglect of a child. This will include a parent or pick-up person who appears to be under the influence of alcohol or other substance when picking up a child at any site.
- Staff will not release a child to anyone who is suspected to be under the influence of alcohol or other substance.
- Staff will try to call the names listed on the emergency card to arrange alternative pick-up.
- If the pick-up person insists on leaving the premises with the child, we will call 911 immediately.

EMERGENCY PROCEDURES / EMERGENCY CLOSING POLICY

To ensure the safety and well being of the children enrolled in GLO programs. In the event of an emergency or disaster, GLO staff will supervise the children until such time as an authorized adult can pick-up the child;

- An updated disaster and mass casualty plan is posted at each site and this plan is reviewed by staff on a regular basis.
- Staff are certified in First Aid and CPR.
- Programs have monthly fire and earthquake drills.
- Staff is trained in Blood-born Pathogens and Infectious Diseases.
- Staff receives training / information in suspected child abuse and mandated reporting.
- Though staff will be supervising the children, the facility may be closed due to structural damage, toxic leaks, and other unsafe circumstances.

GENERAL PROGRAM COMPONENTS

Program Hours and Days

AM PROGRAM: West Portal, Alice Fong Yu, and Fairmount programs are open before school. The programs begin at 7:00am and ends when the school-day begins. Morning activities include outside play, quiet activities, art area, game area, homework space, morning snack or breakfast, group time and dismissal to school.

PM PROGRAM: The afternoon is programmed to provide children with snack, homework time, outside activity time, small group time, activities that include art, crafts, science, music, drama, cooking, sports and games, time for socialization, Kids Clubs, specialty classes and a variety of group sized activities to encourage discovery and exploration. All programs operate 5 days a week. Programs open when schools dismiss and close at 6:00 PM.

FIELD TRIPS: We often take neighborhood walks to parks or to the library. Programs may also go on selected outings and field trips during the school year. Families will receive information about all trips in advance and must complete a permission slip. Children will also go on neighborhood walks and though you will be notified, do not need a permission slip within a 6 block radius of the school.

KIDS CLUBS: KIDS CLUBS are specialty classes and are a very important part of the program. These specialty classes are taught by the staff. They are offered to the children over several weeks. These skill-building classes are a chance to mix ages, learn new things and have fun! Children are able to select from a wide range of choices staff offers. Choices of courses are based on staff interest, expertise and the children's interests. Choices have included cooking, sports, ceramics, games, science, woodworking, art, and drama.

GLO ACADEMY: Youth Leadership Development in Action is an exciting new experience uniquely designed for GLO 4th /5th Graders. Using Youth Development Principles and Search Institute's 40 Developmental Assets® as framework, through the GLO Academy, 4th /5th Graders will participate in character-building activities rooted in best practices and youth as authentic resources.

SPECIAL EVENTS

Throughout the course of the year, sites will host special events for children and their families. Special events are the culmination of curriculum themes or celebrations of seasonal holidays. Some of these events include: Halloween carnivals, Winter/Spring Performances, Health Week and Welcome Back Socials. GLO sites can always use and encourage family volunteers to help with various events.

DEVELOPMENTAL REPORTS

Families will receive a Developmental Report on their child once a year. These developmental reports are a snapshot of your child's progress during the school-year. It is provided to parents for more information and observations about each child. This form is completed by the child's primary Teacher and is used to present feedback on the child's growth and development. All families will also have an opportunity to meet with the teacher during parent / conference week. In some cases, the program staff will request a conference.

MOVIES

Movies are shown at the site, only on a rainy day for a limited time or as part of a larger curriculum or group activity. If a movie is shown to children, Kindergarten through Second grade view "G" rated movies, Third through Fifth grade view "G" or "PG" movies.

SNACK

Children are served nutritious snacks daily. Snacks may include a combination of the following: fresh fruit, vegetable, crackers/bread, cheese, or meat with juice / milk. A snack menu is posted at each site. If your child is particular about foods, you might choose to send additional foods in their lunch box for the afternoon. During full-day program days, please send your child with a healthy and nutritious lunch. Children should not bring glass bottles, medicine, soda or candy in their lunches or backpacks.

***Please make sure staff is aware of any food allergies your child might have.**

**** Due to severe children's allergies, food products with nut oils, various nuts, and processed on machines with nuts are not allowed in the program. PLEASE READ ALL FOOD LABELS before packing childrens' lunches, snacks, or donating food to the programs.**

HOMEWORK

Homework is a habit a child needs to master and learn to complete on a daily basis. To support children's daily homework, we provide a formal homework time at each site Monday through Thursday. Each homework area has the equipment necessary to assist children in working on their homework. Homework time is not a tutorial session, but it is time and space to work on and complete homework assignments with GLO staff available to provide guidance. Parents can help staff by speaking with the teacher, while your child is present, to define family homework expectations for the school year. For more specifics about homework at the site, please speak with the Site Director.

CLOTHING

We want children to feel comfortable to participate in all activities offered, so please dress your child accordingly. All clothing needs to be labeled with your child's full name. For Kindergarten children, please send an extra set of clothing to keep in their cubby or backpack. Please have your child bring a sweatshirt or jacket each day, since San Francisco weather is unpredictable and we try to go outside each day (weather permitting). Lastly, it is important to remember that children's clothing will sometimes be messy because of their participation in activities, painting, or simply having fun with friends.

TOYS AND GAMES FROM HOME

GLO provides many opportunities and activities for all developmental ages and interests. Children should not bring toys and games from home, including video or electronic games. These items can be easily lost or stolen. We do not allow any type of toy guns or war toys at the school site. If toys or games are brought from home, a teacher may take the item away from the child and set it aside to be returned to the parent at pick up time.

***The programs do not take responsibility for lost or stolen property, including items lost on field trips.

CELL PHONES

Cell phones are not allowed during program hours. If you wish to provide a cell phone to your child, it must be registered with the Site Director. Both the parent and the child must sign off their agreement to keep GLO cell phone privilege rules while they are in the program. Any un-registered cell phones, or misuse of cell phones will result in the confiscation of the cell phone and returned to the parent.

CANDY

All Programs: We ask that children **do not** bring candy or sweets to the program and also encourage parents to not send their children to school or the program with candy.

Children will occasionally be served treats on special days like birthdays or special events. These will be the days when children/parents have the opportunity of sharing such special treats with the class. On the other hand, if parents wanted to arrange to bring in something, these arrangements **MUST** be made ahead and agreed upon by the Director / Teacher. In some instances, the teacher will notify parents in advance when special treats can be brought in to share.

COMMUNITY AND STAFF

COMMUNITY AGENCY RESOURCES

Growth and Learning Opportunities works alongside the Children's Council of San Francisco and other community agencies to provide families with resources and support services such as mental health consultation and counseling, observations of children with challenging behaviors and tuition assistance. Growth and Learning Opportunities also works with these community agencies to provide support and training to the staff. Please contact the Site Director for more information.

BABY-SITTING

Growth and Learning Opportunities has a policy that families should not approach employees to baby-sit children enrolled in our programs, outside program hours. We request this since GLO insurance does not cover staff off premises, after hours. Growth and Learning Opportunities does not take any responsibility for employees who care for children enrolled in our program outside program hours.

HIGH SCHOOL HELPERS

High school students working or volunteering part-time during the course of the school year may work in your child's group. Often these students are fulfilling community service requirements for school. They are not included in our child to adult ratio and are never alone with the children. The students will interact with the children, assist with the maintenance and cleaning of the center, and learn about child development and the afterschool field.

STAFF TRAINING

Staff is offered on-going professional development and training during the year, with a minimum of 21 hours of training available to staff. Staff is encouraged to grow professionally. In addition, leadership training is offered to staff. Educational reimbursement for relevant course work is offered.

CONTACT INFORMATION

Many parents or guardians have specific questions; suggestions or problems and we want to be able to meet your needs in the most efficient way possible. This guide will help you direct your questions.

QUESTIONS OR COMMENTS	PLEASE CONTACT
Tuition, Payments, Bills, Receipts, Enrollment, and Donations	Growth and Learning Opportunities Administrative Office 1. Accounts Receivable 2. Administrative Assistant
Concerns about the program or your child	1. Your Child's Teacher 2. Site Director 3. Site Council
Concerns about staff	1. Site Director 2. Executive Director
Suggestions or comments	1. Staff/Assistant Director/Site Director 2. Executive Director 3. Site Council

DONATIONS

We encourage and accept donations from families, businesses or philanthropic organizations. This includes donations of services, time and/or talent. We are a non-profit organization with a 501(c) 3 letter on file. A copy is available upon request.

Ways you can donate to GLO:

1. Donating all or a portion of your enrollment refund to the GLO organization or to the specific site where your child attends.
2. Making a donation directly to Growth and Learning Opportunities or to a specific site.
3. Help GLO receive proceeds from Ebay sales:
 - 3a. GLO has started a partnership with Ebay and a group called Missionfish, where sellers on Ebay can choose to represent GLO and donate a portion of sales proceeds to GLO.
 - 3b. Ebay sellers may choose to sell on behalf of GLO when listing your item(s).
 - 3c. We have also chosen to be a direct seller for ourselves and will occasionally be having auctions, so tell your friends and keep your eyes peeled for more announcements.
4. Amazon.com Donations:
 - 4a. Go to Amazon.com through the link on our website.
 - 4b. GLO will receive a percentage of the amount parent(s) spend.
 - 4c. If you need to buy anything at Amazon.com, please go through our website.
5. Justgive.org Donations:
 - 5a. Be generous and donate money to GLO through the justgive.org link on our website.
 - 5b. By using your credit card, you can donate any amount of money you want to GLO.
 - 5c. Just click on "Donate" at the GLO website.
6. Have an old car, running or not? Donate it to GLO and get a tax write-off.
 - 6a. Just call Golden State Auto (415) 541-9500 to support GLO.
 - 6b. You will receive a letter when the car is picked up and a letter after the car is appraised.
 - 6c. Golden State Auto can arrange to have your car picked up and auctioned off.
7. Donations of goods like toys, games, books, art supplies, kitchen supplies, furniture (couches and rugs), computers and recycled items are always appreciated. These items should be in excellent condition. We always need paper for drawing. Our monthly newsletter lists suggestions of needed donated items. Please also look for a wish list posted at each program site.

***Per SFUSD guidelines, GLO will not directly solicit donations from ExCEL Families.**

Tuition Information

Registration and Deposit Fees

All new enrolling children and new enrolling siblings are required to pay a non-refundable registration fee of \$125. The registration fee is due and payable at the time of registration.

The registration fee entitles all participants to unlimited administrative services such as requesting payment histories, a monthly receipt of payment for reimbursement, adding, dropping, or changing of schedules and other requests until your child/children leave the program.

All new enrolling children and new enrolling siblings are required to pay a one-time, fully refundable \$250 enrollment deposit fee.

At the time your child/children no longer attend a program a full refund will be issued if a Drop form is submitted 30 days prior to your child/children's withdrawal date, your account is current and the Site Director has been informed of your pending drop.

You will have three choices for your enrollment fee at the time of the Drop:

- Donate your enrollment fee in full to the Organization
- Donate a portion to the Organization
- Request a full refund

If you should elect to donate a portion or all of the enrollment deposit a donation letter will be sent to you by mail. A refund check for any remaining credit will then be mailed to you.

Tuition Payments

Tuition is due and payable to “Growth & Learning Opportunities” between the 1st and 10th of each month regardless of a reminder invoice being received.

Check or money orders are accepted as payment. Please make all checks payable to “Growth & Learning Opportunities” and please include on the memo line your child/children’s first and last name and the site which they attend to ensure your account is properly credited.

We are currently unable to accept credit card payments at this time. We hope to be able to offer this service soon.

However, we do offer a convenient option of automatic tuition payments through a service called **Tuition Express**. Your payment will be safely and securely processed by **Tuition Express** from your savings or checking account. There are no fees to use this service, you will never need to remember to write a check, you will have the flexibility to log on and check your account 24 hours a day, and you will be notified by email when GLO has processed your payment on a regular monthly schedule.

For more information about **Tuition Express** please contact the Accounts Receivable desk at 415-753-1113 or log onto their website at www.tuitionexpress.com.

We recommend that all check payments be received in an envelope (provided at the site) and placed in the “Drop Box” or mailed directly to:

Growth & Learning Opportunities
Administrative Office
1560 Noriega Street, Suite #206
San Francisco, CA 94122

Although we discourage cash payments, any cash payments received must be given directly to the Site Director and a receipt will be issued immediately as proof that payment was received. Please do not put cash in the “Drop Box”. A family paying in cash assumes responsibility to make sure payment is received and credited to their child/children’s account. GLO is not responsible for any lost payments.

Late Payments / Returned Checks

A late fee of \$10 per child will be charged to your account if payment is not received by the 10th of the month. If your account is 45 days past due program services will be ceased and you will be asked to leave the program.

A fee of \$25 will be charged to your account for any returned check due to insufficient-funds or other banking issues not associated with GLO.

Refunds

There are no refunds for absences related to illness, school vacations, personal vacations or school related holidays not interconnected with GLO.

Changes/Cancellations

The Administrative Office must be given in writing any schedule changes 30 days before the change needs to occur or risk being held responsible for tuition regardless if your child/children are attending.

To make changes to your child/children's schedule:

- Complete an ADD/DROP Form, available at the Site
- Turn in all completed forms to the Site Director for approval
- All signed forms are then forwarded to the Administrative Office for processing

If in the event there is a rate change or change in service, parents will be given written notice 30 days prior to the change.

Community Agency Tuition Payments

Growth and Learning Opportunities accepts payment for the program through Community Agency Programs such as Children's Council, Wu Yee Children's Services and Social Services. The contracting parent or guardian is responsible for making sure paperwork is correctly negotiated with all anticipated programming needs. All forms must be signed in a correct and timely manner. **The contracting parent or guardian understands they are financially responsible if fees are not paid through their Community Service Agency Program.**

Tuition Receipts

All receipts are auto-generated each time a payment is posted to an account and will put in the parent mail box at each site. If you have a special request for a hand-written receipt for flex-spending accounts or for other personal financial purposes; parents must contact the Administrative Office at 415-753-1113 and request further assistance. Every receipt will include our tax identification number and is appropriate for most reimbursement accounts.

Sibling Discount

5% sibling discount is given to families enrolling two or more children, applicable to each child enrolled in one of our programs towards the monthly tuition rate. The 5% sibling discount does NOT apply towards the deposit, registration fee, fee subsidy, or Full Day Programs.

Full Day Programs

Growth and Learning Opportunities follows the San Francisco Unified School District (SFUSD) calendar as a guide for Full Day Programs. There is a fee charged per day per participant. Parents will receive a calendar with specific dates in September. Below is a list of full-days GLO is typically open:

October: Columbus /Indigenous People's Day/Dia de la Raza

November: Veteran's Day

December/January: Winter Recess

January: Lunar New Year (when observed by SFUSD)

March: Cesar Chavez Day

March/April: Spring Break

Professional Development Days: Dates Vary depending when SFUSD choose to have these days

Full Day Program Guidelines

Registration forms for non-school day participation will be distributed approximately 1 month prior to the date. GLO traditionally opens 1 school site for each full-day program; rotating between the six GLO school sites: Alice Fong Yu, Alvarado, Dianne Feinstein, Fairmount, Sherman and West Portal campuses.

Please submit one registration form per child. Each sibling must have their own registration form on file due to licensing agreements for program services.

If there are more registrants than GLO can accommodate, priority will be given in the following order:

- Current GLO families
- Children enrolled at GLO Schools
- General Public

Payment for Full Day Programs must be attached with the registration form and paid in full. Please make checks payable to "Growth & Learning Opportunities".

On occasion full day programs will include field trips or activities that will be outdoors and may be change due to adverse weather conditions. The original activity may be canceled and a new one will be implemented.

For full refunds, cancellations must be submitted in writing and submitted to the Administrative Office before the deadline date posted on the registration form. (Deadline dates will vary based on the discretion of the Administrative Office). Unfortunately, there are no partial refunds and drop-in's are not be accepted due to the time sensitive nature of Full Day Programs.

Families subsidized by Community Agencies may attend the program but they must either pay for the fees themselves or have written approval stating that their agency will cover the cost of Full-Day Care. GLO and ExCel subsidies do not cover Full Day Programs.

FEE SUBSIDIES

The GLO fee subsidy program's goal is to support families in need who want their child(ren) to participate at the school-age programs during the academic year. Fee subsidies are awarded to families who qualify, provided subsidy money is available at the time of the request and the overall GLO budget.

Guidelines of applying for GLO Fee Subsidy:

1. Families must apply for financial assistance on an annual basis and all financial information given to Growth and Learning Opportunities must be true and correct.
2. Fee subsidy amounts are determined through a document (wage statement, W2, or Income Tax Return) review process, family size, and based on the available funds at each program.
3. Fee subsidy awards are generally between 25%-75% of the monthly payment.
4. Families are responsible for providing updated information regarding income as it changes during the year in writing within 10 days of the change.
5. Fee Subsidies DO NOT COVER or include:
 - 5a. One-Time Enrollment Fees
 - 5b. Full Day Programs (Winter Break, Spring Recess, Veteran's Day, Cesar Chavez Day, etc.
 - 5c. School District Professional Development Day(s)
6. Failure to maintain your child's account in a timely manner may result in termination of program services and fee subsidy.
7. Families receiving a fee subsidy must also adhere to the policies and procedures set forth by GLO.

8. Fee subsidies awarded during the school year carry into the following summer only.

ExCEL Scholarship Guidelines

GLO at Fairmount offers full scholarships through SFUSD funding for the afterschool program only. To qualify for an ExCEL scholarship, your child must be referred to GLO due to an academic need by a Fairmount faculty member / teacher. If your child does not qualify for an ExCEL scholarship based on academic need, please speak directly to the Site Director to find out about other ways to receive a scholarship.

ExCEL Participation Expectations

In order to participate in GLO with an ExCEL scholarship, you must adhere to the following requirements as stipulated by SFUSD ExCEL office.

1. Attend 5 days per week for a typical week or every academic instructional school day on the SFUSD calendar.
2. Attend GLO until 5:30pm each day.
3. Attend a mandatory ExCEL meeting at the end of every school year
4. Complete an Early Release form for ongoing engagements which make it difficult for your child to attend 5 days per week until 5:30pm. Ask the Site Director for this form.

TAX ID NUMBER

GLO Tax ID Number - 94-2835762

LATE PICK-UP

- Programs **close at 6:00 PM daily.**
- Parent(s) are considered **late if child(ren) are picked up beyond the five (5) minute grace period** and will be **subject to a charge of \$1.00 per minute.**
- This **grace period is revoked** if parent(s) arrive after the five minute grace period three times.
- Continual late pick up will be grounds for **dismissal from the program.**
- **Late charge, \$1.00 per minute beyond closing time, is paid directly to the staff member staying late with your child, and should not be paid to the organization. Failure to make prompt late pick-up payment may result in termination of program services.**

***In an effort to contact someone, we will telephone the names listed on your child's emergency card. If GLO is unable to contact parent(s) or the emergency designee one-hour after closing time, we are legally required to contact the Police Department.**

DROP-IN POLICY

We do not provide drop-in care on a regular basis. Care can be **provided in case of emergency**, if the Site Director agrees to accept an additional child for the day. 24-hour notification is required and if space permits. **Drop-in rate is \$8.00 per hour** and is not pro-rated and must be paid at time of pick-up. All paperwork is required for a child in advance of the first date of drop-in care. Parents who "drop-in" on the regular basis will be asked to sign-up for the five days-a-week monthly program and will be charged the monthly rate.

BEHAVIOR GUIDANCE

When a problem arises between children, children are encouraged to resolve their problem through discussion. Staff is available to help children with problem solving, make suggestions, offer support, help and guide children to solve differences. No corporal punishment is allowed on any of our sites at anytime.

If the staff is unable to resolve a serious problem with a child's behavior (such as chronic aggressive, abusive, disturbing or destructive acts), the Site Director will:

1. Request a conference with the parent or guardian to discuss the problem or situation. Together, a plan of action will be instituted to manage the problem.
2. If the behavior or situation continues, or there is no improvement, the Site Director will inform the parent or guardian again and will request a second conference.
3. Site Director will apprise and consult with the Executive Director concerning the situation, action taken and future plans.
4. If the problem cannot be resolved, the Site Director will give the Parent or Guardian a notice of dismissal, in writing. This formal dismissal notice may allow up to two weeks for the parents to make other before or after-school arrangements.

SLURS

Children and parents are expected to treat all persons equally and respectfully and refrain from the willful or negligent use of slurs against any person on the basis of race, color, creed, national origin, religion, ancestry, age, sex, sexual orientation, gender identity, or disability.

PARENT RESPONSIBILITIES

Parents and guardians are expected to adhere to all rules and regulations of our program. Parents and guardians should not discuss problems, concerns or confidential situations in front of children or other adults. Please make an appointment to speak with your Site Director to discuss any problems, concerns or suggestions. The staff and parent/ guardian have the right to request a conference at any time.

Progressive Discipline: When a child is having ongoing behavior difficulties, a predetermined set of consequences, with the parent's notification, may be instituted. Consequences are explained in advance. The purpose of progressive discipline is to help the family understand the severity of the difficulty in advance and encourage the family to work with the program staff.

GLO will not tolerate behavior of an aggressive or violent nature to other children, staff, or to anyone who is on the premises of one of our programs. This includes excessive teasing, threats or taunting. Families are requested not to confront another child or family regarding an issue, but should utilize staff to help resolve conflicts or difficulties. We reserve the right to refuse service.

REMOVAL FROM THE PROGRAM

We reserve the right to suspend any child for disciplinary reasons. In such cases, tuition will not be refunded. Children and parents who compromise the safety of the children and staff will be suspended or removed from the program. In such instances, tuition is not refunded.

Other instances when program services may be terminated and the child removed from the program:

- Non-payment of tuition, beyond forty-five days for the school year;
- Continual late pick-up of child and/or failure to make a late pick-up payment;
- Failure to sign in and out on a daily basis using both first and last names;
- Failure to comply with the health and safety policies of the organization;
- Failure to comply with Community Care Licensing requirements for enrollment in the program;
- A parent or guardian confronts or is verbally or physically abusive to staff, administrative staff, other children, their own children or other adults on the premises; or confronts staff while children are present.
- Weapons on school campus or at a GLO sponsored event / activity are prohibited. Weapons include but are not limited to firearms (loaded or unloaded), knives, blades, studded apparel, slingshots, metal knuckles, metal pipe, and bar used as a club. If these items are found by a GLO staff member, the child will be suspended from the program which may lead to permanent removal from the program.
- Look-alike guns such as BB Guns, Pellet Guns, Toy guns, Stun Guns are prohibited from school campus or at GLO sponsored events / activities. Children in possession of such weapons will be suspended which may lead to permanent removal from the program.

MEDICAL INFORMATION

MEDICAL OR DENTAL EMERGENCIES

If your child has an accident, such as a hard head bump, cut or a bumped limb, the Site Director or staff will administer first aid. Staff will notify a family of an injury or accident when staff has seen or staff has been informed about an injury or accident.

If your child experiences a serious medical or dental emergency during program hours we will take the following steps:

1. Call the parent or guardian
2. Call the names listed as emergency contacts (2nd Option)
3. Call the listed doctor or dentist;
4. Call 911

ILLNESS

Do not send your child to the program if he/ or she has any of the following symptoms: fever, open wound, undiagnosed rash, vomiting, diarrhea, head lice, inflamed eyes, severe cold or sore throat. You should contact your site if your child becomes ill with a contagious illness. When a contagious disease has been reported (such as Chicken Pox or Strep Throat), the program will send a note home to all parents / guardians. Notices will also be placed in community areas of the program site.

If a child becomes ill during program hours, we place the child in a quiet, isolated area of a room to await pick up. GLO will contact parent(s) and ask to pick up child. If parent(s) cannot be reached, the staff will call the emergency contact listed on the Emergency Form.

HEAD LICE

When a case of lice is brought to the program's attention, the Site Director will notify the school administration (if they did not notify the program first) and the parent community. At the end of the program day, program areas such as carpets, rugs, and couches will be treated.

Parents are expected to inspect and treat their child for head lice as needed. For the children who have confirmed cases of lice, GLO will require proof of treatment from families before children are re-admitted into the program.

MEDICATION

If your child is taking medication during program hours, staff will only dispense medication if it is in the original container with prescription's label with child's name. A completed Medication Form must be on file. Over the counter drug cannot be administered by program staff. **PLEASE DO NOT SEND MEDICINE IN A CHILD'S LUNCH OR BACKPACK.**



Growth and Learning Opportunities' mission is to provide children and families with quality care.

Acknowledgment of having received and understand the responsibility for all information, expectations, and policies of the GLO Family Handbook.

****** PLEASE SIGN FORM, THEN RETURN TO SITE DIRECTOR.******

Child's Name: _____ School Site: _____

I acknowledge receipt of the GLO Family Handbook. I have read the contents of the handbook and I understand what is expected of a family enrolled in a GLO program.

Parent Name: _____ Relationship to child: _____

Signature: _____ Date: _____

Photo / Video / Media Release

GLO takes photographs/videos of children for use in brochures, handouts bulletin boards, videos affiliated with GLO and the GLO website. Please check below if you DO NOT want your child's image to be used for brochures, handouts, bulletin boards, videos affiliated with GLO and the GLO website.

- No, please do not use my child's image in photographs / videos for GLO materials.

Thanks for reading and signing. Return to the Site Director