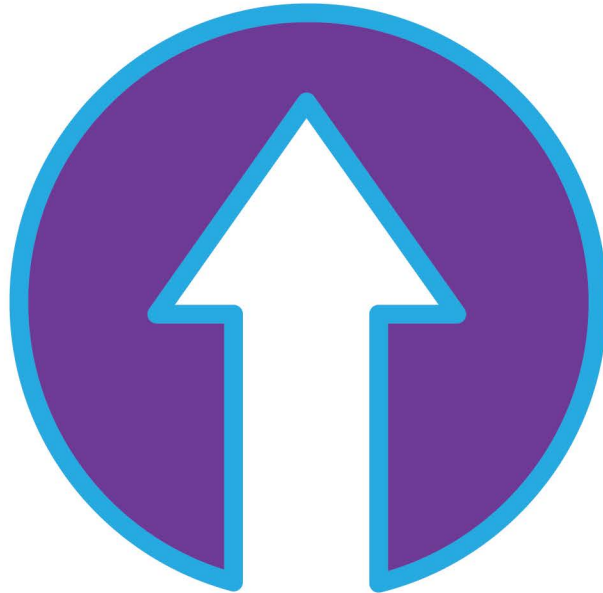




# Participant Handbook

After School Program



Thank you for joining Level Up! for The Nexus 2021-2022!

Our Program is intended to offer a variety of STEM Based activities for students K-8th Grade.

This handbook will give you an overview of our program, including:

- General Information
- Billing and Payment Policies
- Discipline Policy
- And more!

Thoroughly reviewing this packet with your student(s) before joining our program will help prepare them and yourself for a fun, educational, STEM-filled school year.

Please don't hesitate to contact us if you have questions, suggestions, or comments.

~The Level Up! Team

1311 Matthews-Mint Hill Road, Matthews, NC 28105

(704) 443-7016

<https://levelupinstem.com>



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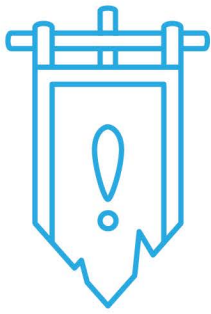
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# After School Overview

## General Information

Our STEM Based After School Program features 9 awesome months of LEGO based robotics and building, Pokémon TCG, Physical Sports, Esports, Geek Arts & Crafts, and much more; for participants rising grade K-8th\*!

## Daily Schedule

2:00PM to 4:15PM	Snack, Homework, Reading, and Math Practice
4:15PM to 4:30PM	Clean and Daily Orientation
4:30PM to 5:30PM	Class or Free Time
5:30PM to 6:30PM	Class or Free Time
6:30PM	Pick Up
6:30PM to 7:00PM	Clean and Close

## Full Day Schedule

7:00AM to 8:45AM	Upgrade Hours (Participants Read and Practice Math using Prodigy**)
8:45AM to 9:30AM	Snack and Daily Orientation
9:30AM to 10:15AM	Physical Activity
10:15AM to 12:00PM	Daily Activity 1
12:00PM to 1:00PM	Lunch
1:00PM to 2:30PM	Daily Activity 2
2:30PM to 3:00PM	Activities Conclude
3:00PM to 3:45PM	Snack
3:45PM to 6:30PM	Upgrade Hours, Relaxation and Free Time

# Inclement Weather

In case of inclement weather, Level Up! reserves the right to cancel or reschedule outdoor activities.

# Homework Help

When time spent after school is not productive, it can lead to late nights, and late homework submissions. At Level Up!, finishing homework is an important part of our program; and that's why we provide students with the necessary tools to do their best.

Students are provided dedicated time, and a quiet room to work on homework and other projects/assignments. We also provide laptops for when your child needs to complete computer and/or internet based homework. Team Members are also available by request and when necessary to help guide students in the completion of their assignments.

Please note: While team members will provide help when requested, or when deemed necessary, we define help as: providing the students the guidance to find an answer, not providing them with the answer. This policy is to ensure the integrity of student answers.

Level Up! reserves the right to apportion help based on the behavior and acceptance of help by the individual student. LU! Team Members are not responsible for undesirable grades or other outcomes. It is the responsibility of the parent to determine if their student(s) need additional help above and beyond what is provided by LU! Team Members.

# Participant Organization

## Ratio

Our Staff to Student ratio varies by activity, but is usually 1:15.

## Participant Grouping

Participants are placed into groups based on their Rising Grade Level. Participants are grouped as detailed below.

- Triangle** - Rising 3rd Grade and Lower
- Hexagon** - Rising 4th Grade and Higher

Participants who are rising 3rd Grade may be placed in Hexagon Group Sessions based on the aptitude and experience of the participant, relative to the content of the Session.



# Billing and Cancellation Policies

## Billing

Tuition is invoiced (billed) based on the type of Membership Plan you have chosen for your participant(s)

**Monthly** - Invoiced (billed) on the 28th of the month preceding each month your participant is registered to attend, and is due by the 1st day of the upcoming month. (Tuition for November is billed on October 28th, and due by November 1st.)

There are two exceptions for why payments would not be billed for a whole month:

- 1) The school year starts and/or ends with less than 4 Full School Weeks left in the month. In this case, the week(s) is/are billed the Tuesday before the week begins, and is due by the Friday before the week begins. Example: Timmy begins school on Monday, August 23rd, 2021. That week will be billed on Tuesday, August 17th, 2021, and the payment will be due on Friday, August 20th, 2021.
- 2) A student begins care part of the way through a month. Timmy begins after school at Level Up! on Tuesday, September 14th, so billing would be for 3 weeks, instead of one month.

**Weekly** - Invoiced (billed) on the Tuesday preceding each week your participant is registered to attend, and is due by the Friday preceding the week begins. (Tuition for November 8th-12th is billed on November 2nd, and due by November 5th.)

\*A Full School Week is considered any week where participants attend school at least 3 days in the week.

**Drop-In** - The participant's account is invoiced each day the participant attends, and the payment is due the Monday of the following week.

## Membership Plans

Level Up! Offers 3 Membership Plans:

**CORE** - Our All-Inclusive Plan

- Care until 6:30PM
- Teacher Work Days (Drop-Off at [HQ])
- Winter/Spring Break (Drop-Off at [HQ])
- Half & Early Release Days (Bussed to [HQ])

Registration: \$20

Monthly Tuition: \$350 per Month

**RETRO** - School Grounds Membership

- Care until 6PM
- 5 Days a Week

Registration: \$20

Weekly Tuition: \$65

**Drop-In** - School Grounds Membership

- Pay by the day

Daily: \$20

# Payment

We highly encourage all parents/legal guardians to use the Procure App/Website for timely and convenient tuition payments. Using Procure simply makes things more efficient for everyone, and helps us focus more on making the school year awesome. If you would like to pay using a different form of payment, such as cash or check, it must be received by the Thursday preceding the week your participant(s) is/are registered to attend.

\*\*If you would prefer to pay with cash instead of a Debit/Credit Card on ProCare, LU! would need to receive payment one day before the due date so there are no interruptions in care. CASH and/or CHECK PAYMENTS MUST BE GIVEN DIRECTLY TO MR. MARK OR MS. MARA in a sealed envelope, with your student's name(s) and the amount enclosed written on the envelope.

A \$15 Processing Fee will be invoiced to the participant's account any time your payment is declined in Procure for any reason.



Tuition is payable via the Procure App/Website using a Debit Card, Credit Card, and/or Bank Account.

## Non-Payment of Tuition and Other Fees

Our program is meant to offer security to the children and parents of our community. Unexpected unpaid balances directly affect our ability to provide care, and this in turn affects the security of the community that relies on us.

Level Up! will reserve your participants spot in our after school program from the first day to the last day of the their school term, or whenever you choose to cancel your enrollment (whichever comes first), as long as payment for each upcoming enrolled month (or week if at MCA) is paid in advance of or on the due date.

Parents/Legal Guardians that believe they may not be able to make a payment by the due date should contact Mr. Mark or Ms. Mara (as soon as you know). Requests must be in writing (email: [billing@levelupinstem.com](mailto:billing@levelupinstem.com)) to create a written Payment Arrangement before the payment due date. In most cases, a Payment Arrangement allows the parent to pay the balance over the course of the month, instead of on the first.

If your payment is not received in advance of or by the due date, or you do not adhere to the terms of your payment arrangement.

**Then:**

- 1) Your participant's spot is no longer considered to be reserved, and is made available to our waitlist and the general public.
- 2) Your participant(s) will not be allowed to attend until payment is received, or a payment arrangement is discussed and receives express written approval by management.
- 3) Collection action may be taken if the balance is not paid in full within 3 months of incurring the balance.

You authorize us to charge the card saved to the account at any time to settle any balance or unpaid fees on the account; Whether or not the participant associated with the account is currently attending, enrolled, or has cancelled.

## Cancellation Policy

Cancellation is when a parent or guardian no longer wishes to continue services at Level Up! While abrupt discontinuation of services is not recommended, we do understand that sometimes that is the only option. You may cancel any month(s) (or week if you are at MCA) you have registered your participant(s) to attend by submitting an express written request (via email) 8 days preceding the next payment date.

For example, if you pay weekly at MCA: If you want to discontinue services starting on the 27th of December, and the payment due date is the 24th of December, a written cancellation notice needs to be submitted by December 16th. Since those in weekly plans do not have the option to pay for partial weeks, we consider the first full week to be the end of your term. This would mean that if you plan to stop attending on Monday, December 20th.

For example, if you pay monthly for all-inclusive services: If you want to cancel mid-month, you will still be responsible for the entire month's payment. Participants will still be able to use Level Up!'s services through the end of the month.

Please let us know as early as possible (as soon as you know) if your participant(s) will not be attending. Knowing how many participants will be attending helps us plan more efficiently and effectively. You are encouraged to contact us via email if you need to update or make changes to your participant's registration information.

Any balances on the participant's account must be paid in full before canceling services.

## Refund Policy

Level Up! does not offer refunds on any payments made. Parent/Guardian understands that they are reserving a spot in the program; regardless of usage, for the amount paid.





# Drop-off & Pick-up

## Procedures

### Pick-Up

Parent(s)/Guardian(s) are responsible for signing-out their participant(s) each day using the Procure App. Adults authorized to pick-up your participant(s) will be required to use their Kiosk Pin from our Tablet Kiosk. Parents/Legal Guardians are responsible for informing adults on the participant's Authorized Pick-up List of this policy. Please see a team member for Procure App sign-in/out and Kiosk Pin directions.

Parents/Legal Guardians can message us via Procure App or call prior to their arrival for LU Team Members to prepare their participant(s) for departure; however, participants will not be allowed to leave the facility without a Parent/Legal Guardian or team member present, unless a waiver is signed by a Parent/Legal Guardian.

Participants will only be released to Parents/Legal Guardians, or adults listed on the participant's Authorized Pick-up List (created during the registration process). If anyone not listed on the participant's Authorized Pick-up List attempts to pick up the participant, we will attempt to contact the Parent(s)/Legal Guardian(s) on their primary, secondary, and emergency contact numbers. If all communication attempts fail, the participant will not be released.

If you need anyone to pick up your participant(s) who is not on your participant's Authorized Pick-up List, please add them via the Procure App prior to their arrival or call us. That person will need to present their state ID or Driver's License upon arrival, and use their Kiosk Pin to sign-out the participant(s).

### Drop-Off

In certain circumstances (e.g. Teacher Work Days, Seasonal Breaks, etc.) your child may need to be dropped off at our Main Location (1311 Matthews-Mint Hill Rd.) for daily care. In those cases you will be required to use your Procure App (if a parent/guardian) or Kiosk Pin (if an Authorized Pick-up) to sign-in your participant(s). Participants may be dropped off as early as 7AM, and you are welcome to remain in your vehicle while your participants waits at the door for entry.

## Late Pick-up Policy

Participants should be picked-up no later than 6PM (630PM if CORE or attending at [HQ]) . A late pick-up fee of \$5 (five dollars) is invoiced to the student's account for each fifteen minute increment past the pick-up time that the student is still in our care.

Example: it is 616PM and Participant Timmy has not been picked up, and his Parent/Legal Guardian has not contacted us to notify us they would be late. \$5 is invoiced to Timmy's account, and will continue to be invoiced every 15 minutes until Timmy is picked up.

It is best to contact us as early as possible (as soon as you know) if you'll be late picking up your student(s).

### **LU! may waive late pickup fees under two (2) conditions:**

- 1) We are notified that your student(s) will be picked up late, no more than 15 (fifteen) minutes past the pickup time (by 615PM) and
- 2) We are provided an accurate estimation of when your student(s) will be picked up.

### **Parents/Legal Guardians who:**

- 1) Communicate an inaccurate pick-up time, and
- 2) Do not contact LU! to update their estimated pick-up time within 15 minutes of the missed pick-up time.

### **May:**

- 1) Not have late pick-up fees waived, and
- 2) Be charged all applicable late pick-up fees.

Waiver of any Late Pick-up Fees is subject to the discretion of management.

# Preparing for After School

## What to Bring

### Regular After School Days

**Bring:**

- A Snack
- A Reusable Water Bottle
- A Face Mask

### Teacher Work Days

**Bring:**

- Lunch - Each participant will need a packed lunch with their name clearly written on or inside the bag or container it is stored in.\*
- 2 Snacks - For the 9AM and 3PM snack times.
- Any necessary Eating Utensils
- A Reusable Water Bottle
- A Face Mask

**Wear:**

- A Face Mask
- Comfortable Clothing appropriate for the weather and environment.
- Shoes to play in

\*Please pack food that does not need to be microwaved. The process of preparing many microwave meals is time consuming, and can negatively affect the schedule. We do have a microwave to heat food if necessary, however, participant(s) should not expect hot food, LU! Team Members will only heat food until warm.

## What NOT to Bring

**Please do not bring:**

- LEGO and Other Toys - They can become mixed with ours very easily.
- Digital Devices (unless needed) - We have plenty to do and learn at our facility, which usually leaves little time to be on things like mobile phones and tablets.

# Storage of Participant Possessions

Participants are provided a cubby/storage space to store belongings.

- Each participant is responsible for disposing of trash, and taking home all items at the end of each day.
- Each participant is responsible for removing their items from Level Up! Vehicles upon exit.

## Lost Possessions

Below are a few ways to help avoid losing items, and how to identify and recover lost items.

- Only allow your participant(s) to bring items that are necessary for their time and participation in After School; leave everything else at home.
- Label all of your participant's belongings. This greatly helps us when identifying lost items.
- Report any missing item(s) to a Team Member as soon as possible.
- Check the Lost and Found. The Lost and Found may be checked each day after 530PM. Items that are not picked up from the Lost and Found by the end of the After School enrollment period will be donated to local charities and/or discard.

Due to the nature of the After School Program, it is important to understand that Level Up! cannot be responsible for the recovery, storage, or return of items left in the cubbies/storage spaces, facility, grounds, vehicles, and/or field trip destinations.

## Shared Devices Rules

- Participants are required to log out of any personal accounts they're logged into after they're done. We are not responsible if other participants access, use and/or make changes to your account and/or the content within.
- Do not use the accounts of other participants.
- If a participant does not have an account for a game that requires one, a parent/legal guardian must create one for them. LU! cannot create accounts for games.
- Participants are prohibited from turning off/on, inserting media, picking up, moving, and/or unplugging computers, consoles, controllers, and/or games.

# Personal Digital Device Policy

Program participants are prohibited from having digital devices (mobile phones, tablets, iPods, etc.) on their person while attending programs (After School, Summer Camp, Pokémon TCG, etc.) at LU.

We have found that digital devices can cause significant distractions for program participants in all areas of our programs, especially for those who are not yet accustomed to having them.

Program participants with digital devices must store them in their designated storage area upon arrival to the facility, and may not remove them from their storage without permission, until they are picked up from the facility.

**Program participants may obtain permission to use a digital device from a designated staff member for one of the reasons listed below;**

- The device is required for participation, research, completion and/or submission of homework, assignments, or an activity.
  - Homework and assignments must be assigned by the school the participant attends, or a parent/legal guardian.
- The device is required for medical purposes.
  - The parent/legal guardian must confirm the medical purpose with designated staff.
- The device is required to communicate with a parent/legal guardian.
  - The above permission expires at the conclusion of the participants communication, at which point the digital device must be returned to their designated storage area.

Participants that have permission to use a digital device are prohibited from taking them into private areas/rooms (bathrooms showers etc.), and are subject to having their device seized and searched if they are found to have taken them into any of the aforementioned areas.

Program participants found in possession of a digital device on their person without prior authorization from designated staff will receive a Request to Stop for the first occurrence, and will have it confiscated by a staff member each occurrence after the first. Confiscated digital devices may be picked by a parent/legal guardian at the Front Desk.

While we do periodically instruct our participants in Right Time Right Place Rules and etiquette for digital devices, we have found that prohibiting them during program hours is the best solution for helping students stay focused on their homework, assignments, reading, and activities while participating in our program.

# Health & Safety

## Illness And Emergencies

We are unable to provide care for sick participants, and encourage parents/legal guardians to keep participants that show signs of illness at home. The following actions will be taken if a participant shows signs of illness while at camp:

- They will be considered unable to participate in activities, and quarantined as a precaution for the health of other participants.
- The Parent(s)/Legal Guardian(s) and the Emergency Contact (provided during registration) will be contacted to pick up the participant.

Minor injuries like cuts and scrapes will be treated by a team member with standard First Aid procedures.

In the case of injuries or illnesses that require immediate medical attention not treatable with First Aid or provided medication, a team member will contact the Parent(s)/Legal Guardian(s) and Emergency Contact directly by phone to communicate the situation and what actions they would like to be taken. If we are unable to reach the participant's Parent(s)/Legal Guardians and Emergency Contact, emergency services will be contacted to obtain appropriate medical attention for the participant.

An incident report will be filed for any participants that show signs of emergency illness, and/or are injured and require emergency medical attention.

## Medication and Allergies

Please administer all medication at home before arriving at After School (if possible). If your participant will require medication while in LU's care, please communicate the dosage, frequency, and any other information necessary for the administration of the medication by an LU Team Member. Participants may not administer their own medications. Any medications coming into the facility must be given to a Team Member so that it is properly stored out of reach of other participants.

Please inform a Team Member if medication or allergy information for your participant changes, and how the changes may affect them.

# Child Abuse Reporting Policy

Level Up! Understands that children wear their world on their shoulders, and what happens when they're not in our care, can affect their behavior and demeanor when they are.

LU team members receive training in preventing abuse and neglect as part of their regular training.

LU! is required by law to report any cases where there is a reasonable cause to suspect that a child has been abused, neglected, or exploited; either emotionally, physically, or sexually. We will cooperate with the authorities in the investigation of any reported cases.

## Staff

All of our staff are trained in CPR, AED, First Aid, emergency procedures, and are passionate about the programs they offer the participants. Employees have background checks as a routine part of the hiring process.

### Hiring process:

- Interview
- Application and legal paperwork
- Background check
- Orientation and Training

# Behavior & Discipline Policies

## Behavior Expectations

### The Principles of Level Up STEM [P.L.U.S!]

Our goal is to build a community and environment that is Responsible, Cooperative, Respectful, Decent, Heroic, Gentle and Safe. We believe that when participants, team members, parents, and the community work together to live awesome behavior; it leads to awesomely fun educational experiences that participants will never forget. Team Members are trained to model and encourage participants to live and follow The Principles of LU, and are committed to patience and understanding when efforts may fall short. Participants are expected to follow abide by PLUS and Team Member direction when initiating and responding to interactions with other participants, Team Members, parents, and their community.

**Please review these expectations with your participant before attending Level Up.**

**Responsible** - Insuring our behavior has a positive impact on our community.

- Participants are expected to put items where they belong after they're done using them (e.g. trash in the trash can, books on the bookshelf, lunch box in the cubby, etc.).
- Participants are required to put all of their possessions in their cubby upon arrival to the facility, and should only remove what is needed.
- Participants are required and encouraged to eat neatly, and overtop of the table they are seated at for the duration of lunch and snack periods. Participants are not allowed to talk (or encourage anyone else to talk) while eating.
- Participants are expected to clean up after themselves, but only as much as they are able. Messes of any size and difficulty should be reported to a LU Team Member, who will decide how much of the mess the participant should be able to clean up.



**Cooperative (Disciplined)** - Working together with others to achieve a shared positive outcome for the community.

- Participants should remain silent for the duration of Snack, Homework/Assignment, and instructional times.
- Participants are not allowed to talk while Team Members are talking to them, or other participants.
- Participants are required to stop talking when requested to do so by a Team Member, and should remain silent until the Team Member communicates that its ok to talk.
- Participants that need to ask a question or make a request, should remain silent and seated (if participating in a seated activity), raise their hand, and patiently wait for a Team Member to acknowledge them.
- Participants should refrain from making repetitive and/or unnecessary noises.
- Participants are assigned to seats, groups, areas, and/or rooms based on the activity they'll be participating in, and must have permission from a Team Member to leave the assigned location.
- Participants will be expected to participate in assigned and chosen activities (participants that refuse to participate in activities may cause a disturbance in the program and schedule), unless they are unable to, as directed by a parent/legal guardian, or at the discretion of a Team Member.
- Participants are prohibited from using equipment intended for instructional use, for purposes that would conflict with said instruction.
- Participants should keep focused during activities, and should refrain from engaging in behavior that is unrelated and/or disruptive to the activity they are participating in.
- Participants should eat Snack and engage in activities as scheduled, to remain balanced and gain the most benefit from the program.

**Respectful** - Following the directions, rules and guidance of those in authority in our community.

- Participants should refer to Team Members as Mr. and Ms.
- Participants and Team Members should say "Please" after making a request, and "Thank You" after a request has been fulfilled
- Participants should immediately cease behavior that is described by a Team Member as "Disrespectful", and should say "Sorry" after ceasing said behavior.
- Participants should approach conflicts with humbleness and understanding.
- Participants should refrain from behavior that would inhibit other participants from doing their best.
- Participants must have permission before touching or using any item that does not belong to them.
- Participants are prohibited from touching LEGO models they did not build.

**Decent** - Behaving in way that displays respect for the sensibilities, morals, and ethics of one's community.

- Participants, parents/legal guardians, and Team Members are expected to use appropriate language at all times.
- Participants and Team Members should refrain from discussing anyone's body unnecessarily.
- Participants should refrain from discussing media that would be inappropriate, or is rated above PG13.
- Participants should cease using words and/or phrases that Team Members identify as inappropriate.
- Participants are prohibited from using any devices to access media and materials that are sexually explicit or deemed inappropriate for persons ages 13 and younger.
- Participants are prohibited from accessing accounts that are not connected to their parents email address.
- Participants should refrain from accessing content identified as inappropriate by a Team Member.

**Heroic** - Behaving in a way that seeks to improve and grow the community.

- Participants should seek to include other participants in activities when possible.
- Participants should refrain from behavior that would embarrass others.
- Participants should tell only the truth about other participants.
- Participants should cheer other participants.
- Participants should address others in the way they prefer to be addressed.
- Participants should refrain from "making fun" of situations concerning other participants.
- Participants should refrain from discussing sensitive information about other participants.
- Participants should refrain from lying about other participants.
- Participants should listen to others, and encourage participants who struggle with speech.
- Participants should refrain from causing conflicts in activities.
- Participants should notify a LU Team Member immediately if they (or someone else) are being harassed, bullied, threatened, get hurt, injured, or encounter any other situation they are not responsible for solving on their own.

**Gentle and Safe** - Behaving in a way that seeks to avoid discomfort, harm and injury to others and/or objects.

- Participants should respect the personal space of other participants, and behave in way that avoids inappropriate contact with other participants
- Participants are expected to act in a safe and responsible manner; that avoids danger and injury to themselves and others.
- Participants should separate themselves from objects and others when they are feeling aggressive

- Participants should handle and use LU! equipment and facilities in a manner that aims to reduce and prevent damage, and follows team member direction.
- Participants are prohibited from handling or using any item in a manner that would put themselves or others in danger.

## Discipline Policy

We all make mistakes, but its the actions we take afterwards that lead to our improvement and growth. Our program emphasizes positive ways to see discipline, and the importance of becoming empowered through responsibility and accountability to make things right. Team Members are trained to work with participants to achieve the best outcomes from negative behavior; and participants are provided tools and guidance to make positive decisions, and specific actions they can take to correct negative behavior. Expectations for each participant’s behavior, and the improvement tool appropriate to correct the negative kind, is determined by the participants age, the type of behavior, the intention behind the behavior, and other factors.

### Violation Consequences (Disciplinary Actions)

**Level 1 Violations-** These Violations are usually not intentional. The behavior did not physically harm or injure people and/or objects. This is usually the case for most Irresponsible and Disruptive Behavior.

- a. Request to Do/Stop
  - i. The Team Member politely communicates the behavior they want the Participant to exhibit, and/or describes the behavior they want them to cease.
    - "Please keep silent" or "Please stop talking"
  - ii. The Team Member explains the context and rule.
    - "I'm explaining the tournament rules, so you should raise your hand if you have a question.
  - iii. The Team Member explains both the natural and constructed consequences of not following the rule.
    - "When you're talking you're not listening, and you may miss important information. If you continue talking you may need some [Time to Reflect].
  - iv. Participants are expected to cease the described behavior immediately after a Team Member communicates a Request. Participants that do not comply with a Request from a Team Member are subject to Level 2 Violation Consequences.
- b. Physical Exercises (5-10 pushups, jumping jacks) - Exercises to help release energy and re-focus the participant.

**Level 2 Violations** - These Disciplinary Actions usually result as a consequence of Disruptive Behavior that turns into Disrespectful Behavior, or continued Innapropriate Behavior.

- a. **Follow The Leader** - The participant is directed to follow a Team Member as they perform tasks. This shows the participant a service oriented and cooperative mindset in action.
- b. **A Conversation of Understanding** - A conflict solving discussion to help solve arguments and conflicts between participants.
- c. **Time to Reflect** - The participant is directed to a seat away from other participants, but within view of the Team Member and the activity. This allows the participant time to think about their behavior, while still being part of the group. Time to Reflect is usually followed by A Conversation of Understanding.
- d. **Community Service** - The participant is assigned a task appropriate to their ability and age that will help other participants (e.g. straightening the bookshelf, wiping tables, picking up LEGO pieces, etc.)
- e. **Delayed Free Time** - The participant is required to wait a certain amount of time before they can start Free Time.
- f. **No Free Time** - The participant is restricted from participating in Free Time activities for a certain number of days.

### Level 3 Violations

- a. **Request for Pick-Up** - The participants Parent(s)/Legal Guardians are contacted to pick them up from the program for the rest of the day.
- b. **Suspension from the After School Program** - The participant is restricted from attending the program for a certain number of days.
- c. **Expulsion from the After School Program** - The participant is restricted from attending the program for the rest of the enrollment period.

# Parental Agreement Terms

- Participants that are deemed a safety concern to other participants and/or themselves, will be relocated to an area away from other participants, until they are no longer deemed a safety concern, or they are picked up from the facility by a parent/legal guardian. Participants deemed a safety concern may also be suspended or expelled from the program, based on the severity of the incident(s).
- Parent(s)/Legal Guardians of participants are responsible for the service, repair, or replacement of any property belonging to any party that is damaged or broken by their participant.
- Participants with behavioral concerns requiring supervision and attention beyond the expectations or ability of the LU! Team Members, may not be allowed to attend the program until the concerns are addressed and corrected, to the satisfaction of the location/head director.
- LU! Reserves the right to suspend and/or expel/discontinue services for any participant, for any reason, at any time, regardless of any payments made to LU! . LU! also reserves the right to rescind any offer of return to any programs, for any reason, at any time, regardless of any payments made to LU!, or prior agreements.
- LU! reserves the right to expel/discontinue services for any participant if the Parent/Guardian of the Participant communicates disagreement with any behavioral or disciplinary decision/action made in regards to the participant.
- Parents/Guardians agree to hold LU! harmless for any disciplinary action made in regards to my participant(s), and agree to release LU! of any liability in regards to such decisions.
- LU! Does not offer refunds on any fees paid for participants who are asked to be picked up, suspended, or expelled from the program because of behavioral and disciplinary policy violations.

# Transportation Code of Conduct

- Follow all directions given to you by the driving Team Member. They are there to keep you safe as you travel to and from your activities.
- After entering the vehicle, have a seat and buckle-up as soon as possible. Stay seated and buckled until told to do otherwise by the driving Team Member.
- No talking in the vehicle. It's not the right time. The driving Team Member will need to concentrate.
- No eating and/or drinking in the vehicles. It's not the right place.
- Do not play with or otherwise use the buttons, doors, or any other part of the vehicle in a manner that would cause damage to the vehicle
- Do not open, play with, or put body parts out the windows.
- Do not throw objects, make noise, or engage in any behavior that may distract the driving Team Member and/or compromise the safety of those traveling in the vehicle.
- Do not leave possessions or trash in any LU vehicles. LU is not responsible for items left or lost in the LU vehicles. Participants who leave items/trash in LU vehicles will be required to do push-ups and/or community service within Level Up.

# Violation Types

We have found that most violations can be categorized in to 6 general types. We used these types to help guide us in what Disciplinary Action we should use to correct the situation. The recommended Violation Level should be seen as a guide. The specific Disciplinary Action taken is up to the discretion the Director or Team Member managing the participant.

## Irresponsible Behavior - [Level 1 Violation]

Behavior that neglects one's duties to their community.

- Leaving possessions where they don't belong.
- Putting your backpack on top of the cubby.
- Getting food on yourself, your chair, and/or the floor because you didn't eat over the table.

## Disruptive Behavior - [Level 1 Violation]

Behavior that is unreasonably disturbing to activities, oneself, and/or other participants.

- Talking with other students during snack/assignments times.
- Leaving your seat/room during an activity without permission.
- Making repetitive and unnecessary noises.
- Using a digital device without permission.
- Making it hard for your robotics partner to build by using the parts to make a fidget spinner.
- Taking out a Pokedex to read when you're about to start a Pokémon Trading Card Game match.
- Not eating your snack during snack time, then asking to eat it when Beyblade class is about to start.

## Disrespectful Behavior - [Level 2 Violation]

Behavior that is intended to communicate non-compliance to rules and team members (authority figures). Can also be directed at other participants, parents, etc. These violations most often take the form of intentionally continuing a behavior a team member has directed the participant to stop.

- Continuing to use a digital device without permission after being told to put it away.
- Touching other participants possessions.
- Continuing to talk or shout after a team member has directed a participant to stop.
- Refusing to use common polite speech (please, thank you, yes sir, yes ma'am)
- Repeatedly killing or blowing up the creations of others in Minecraft
- Touching, taking pieces off of, or breaking another participants LEGO model.
- Pressing the home button to stop an opponent from winning a match in Super Smash Brothers.

## Innapropriate Behavior - [Level 2 Violation]

Behavior that is not legally or societally acceptable for a participant to be engaging in. This may include the discussion of such behavior.

- Talking about another participants body.
- Discussing TV Series that are rated MA.
- Using verbal tricks to cause someone to say suggestive phrases.
- Using a digital device to display and/or share sexually explicit media.
- Playing Roblox on an account that is not connected to your parents email address.

## Bullying Behavior - [Level 2-3 Violation]

Behavior that seeks to intentionally and repeatedly distress, intimidate, humiliate, threaten, harm, and/or inappropriately coerce others into submission.

Bullying is divided into 4 subtypes:

### **Social-Emotional (Communal and Authoritative)**

- Purposefully Excluding other participants
- Embarrassing other participants
- Lying about another participants

### **Verbal**

- Cruel Teasing - A participant intentionally repeatedly says something another participant has communicated is affecting them negatively.
- Name Calling
- Mean Jokes
- Rumors
- Gossip
- Saying things about someone that aren't true
- Making fun of the way someone speaks or acts

### **Cyber**

- Sending innapropriate text messages to other participants
- Griefing other participants in activities (especially video games)
- Distributing media of other participants
- Posting about other participants
- Creating fraudulent profiles or accounts

### **Physical**

- Hitting
- Pushing or Shoving
- Kicking
- Tripping or Stomping
- Stealing
- Damaging possessions

# Physical Behavior - [Level 2-3 Violation]

Physical Behavior Violations are broken down into 3 subtypes:

## Inappropriate Touching - Level 2-3

- [Level 2] Romantic Relationship
  - Holding Hands
  - Kissing
- [Level 3] Physical Harassment
  - Forcibly touching any part of another participants body

## Physical Endangerment - Level 2-3

- [Level 2-3] Reckless - Physically inappropriate behavior that incidentally endangers or damages oneself, others, and/or property. While Violations of this type are usually treated as Level 2 Violations, severity of the out come of the incident may cause it to be a Level 3 Violation.
  - A Participant wildly swinging their arms
  - Jumping over the couch
  - Running in front of video game systems
  - Shooting a projectile at another persons face

## Physical Violence

- [Level 2-3] Individual - An individual participant intentionally engaging in physically inappropriate behavior that endangers or damages oneself, others, and/or property.
  - Hitting
  - Necking, Tagging, or other hitting/touch based games
  - Throwing a ball too hard
- [Level 3] Cooperative or Mutual - Multiple participants engaging in physically inappropriate behavior that endangers or damages oneself, others, and/or property.
  - Tagging and necking each other
  - Pushing each other fast in a rolling chair
  - Fighting



# Operating Schedule

All weekdays for all of the schools we service during the school year are included in After School Program Tuition, except for weekdays we have indicated as being closed.

## When are we OPEN

### Regular Hours

- School Days - School release until 6:30PM
  - When your student's school is open, we are open.

### Irregular Hours

- Early Release Days - Days when the student's school releases them earlier than usual.
  - When your student's school releases early, we will pick them up early or receive them early (if Bused).
- Teacher Work Days (Professional Development Days) - Days when the student's school is not in session.
  - When your student has a Teacher Work Day, we will be open at 7AM to receive them.

### Holidays

- National Holidays - Open at 7AM to receive students
  - Columbus Day - The 2nd Monday in October
    - Observance varies by system and/or school. Please refer to your student's school calendar for observance information.
  - Veterans Day (If it occurs on a Weekday) - November 11th
  - Martin Luther King Junior Day - The 3rd Monday in January
  - Presidents Day (May be considered a Teacher Work Day) - The 3rd Monday in February
- Holiday Breaks
  - Winter Break
    - Dependent upon your student's specific system and/or school calendar. Please refer to your student's school calendar for applicable dates.
  - Spring Break
    - Dependent upon your student's specific system and school calendar. Please refer to your student's school calendar for applicable dates.

# When are we CLOSED

## Holidays

- National Holidays
  - Memorial Day – The last Monday in May. Includes the preceding Saturday.
  - Independence Day – July 4th
  - Labor Day – The 1st Monday in September. Includes the preceding Saturday.
  - New Year’s Day – This may include January 2nd, if January 1st occurs on a Sunday.
- Extended Holiday Breaks
  - Thanksgiving Holiday Weekend - Includes the Friday after Thanksgiving Day. We will be open the Monday-Wednesday preceding Thanksgiving Day. We return to regular operating hours the following Monday.
  - Christmas Holiday Break - Includes December 24th (Christmas Eve), December 25th (Christmas Day) and December 26th.
  - Christmas and New Year’s Break - Intended to apply to class schedules, not the After School Program.
    - Extends from the Saturday before Christmas Day (December 25th), to January 1st.
    - This may include January 2nd, if January 1st occurs on a Sunday.



