



**ADDITIONAL POLICIES REGARDING**  
**PARENTS & GUARDIANS**

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## Introduction

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HoopRank Early Education and Sports Academy combines traditional daycare with innovative learning and application through various sports and recreation. Our goals are to provide a safe and nurturing learning environment while stimulating competition, fostering self-motivation and work ethic, and instilling essential social skills critical to growth and contribution to society such as respecting authority, the concept of team, and communication.

HoopRank Early Education and Sports Academy utilizes team sports and skill development to install self-confidence, alternative learning, and real-world application in our children. Despite our emphasis on sports and development, safety and education are our highest priorities. Our education curriculum coincides with the state approved Head Start program, and our metric for success is dictated by the number of kids that are able to test into kindergarten early in accordance to Omaha Public Schools.

We believe in tangible results. Each parent will receive a standard monthly progress report so that all parties may understand how the child is performing educationally, athletically, socially, and practically. Progress reports may be modified quarterly after consulting with the child's teacher/ coach to determine areas of improvement.

HoopRank Early Education and Sports Academy provides a service greater than childcare. We prepare your children for success.



POLICY: Enrollment

POLICY NO.: 11.0

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Enrollment at HoopRank Early Education and Sports Academy is open to children from 3 years old to 5 years of age. Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy or disability

Parents can apply for enrollment of their child in HoopRank Early Education and Sports Academy by completing the Enrollment Application and paying the \$50.00 Application Fee. The Application Fee is non-refundable.

Initial enrollment is contingent upon receipt of the completed enrollment application, signed fee agreement, registration fee, deposit, immunization records and signed Parent Handbook receipt. The Enrollment Application and Fee Agreements are not meant to serve as contracts guaranteeing service for any duration. HoopRank Early Education and Sports Academy reserves the right to dismiss any parent or child at any time with or without cause.

Continued enrollment at HoopRank Early Education and Sports Academy is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of HoopRank Early Education and Sports Academy as outlined in this handbook including, but not limited to, timely payment of all fees and tuition. Parents are required to notify HoopRank Early Education and Sports Academy immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child(ren) being dis-enrolled from the program and forfeiture of any deposit.



POLICY: Tuition

POLICY NO.: 11.1

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All custodial parents and/or legal guardians are required to sign a Parent and Provider Childcare Contract prior to enrollment of their child in HoopRank Early Education and Sports Academy. Parents are required to indicate to whom all billing information and correspondence are to be addressed. For a second copy of billing information and/or correspondence, a \$0.05 per page copying fee will be charged accordingly.

Payments and fees are to be made and based upon the agreement of the Parent and Provider Childcare Contract.

Cash, check, or money order may pay tuition. Receipts will be given for all tuition payments. All cash payments must be handed directly to the Center Director. There will be a \$25.00 fee charged for tuition checks returned by the bank. Returned Tuition checks will not be re-deposited. If at any future time the bank returns a parent's check, all future tuition payments must be made by cash, certified check, or money order.

Tuition does not include fees for field trips and extracurricular activities such as Graduation, MHA Summer Program, art museums, sporting events, and seasonal outings such as the pumpkin patch and City of Lights. Charges vary based upon the outing.

There is no credit given for vacations, scheduled school holidays, child illness, or for closings due to emergency situations, inclement weather or acts of God.



POLICY: **Tuition**

POLICY NO.: 11.1

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Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment at HoopRank Early Education and Sports Academy, however, if you anticipate difficulty with paying on time, please discuss the matter with the Center Director immediately. If alternative arrangements for payment are approved you will be notified by the Center Director.

HoopRank Early Education and Sports Academy will accept childcare subsidies, also known as Title XX as soon as permitted.

Parents of a subsidized child must complete all required paperwork on time to continue enrollment at HoopRank Early Education and Sports Academy. Parents of subsidized children are also required to sign the Title XX Parent and Provider Childcare Contract, agreeing to be personally responsible for the payment of tuition, in the event they become ineligible to receive child care subsidies. Co-payments and fees are to be made and based upon the agreement of the Title XX Parent and Provider Childcare Contract.



POLICY: Tuition

POLICY NO.: 11.1 continued

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2016-2017 Monthly Tuition Fees

All Day Preschool (5 or more hours)	
	3 years – 5 years
2 days	\$90/ week
3 days	\$129/week
5 days	\$200/week
Half Day Preschool (Less than 5 hours)	
2 days	\$60/week
3 days	\$90/week
5 days	\$150/Week
Preschool 9:00am -11:45am	
2 days	\$30/week
3 days	\$60/week
5 days	\$150/Week

After School Program w/o Trans	
	8 years – 13 years
Daily	\$25/day
Weekly	\$100/week
After School Program With Transportation	
Daily	\$35/day
Weekly	\$120/weekly

Summer Program	
	8 years – 13 years
Daily	\$35/day
Weekly	\$175/week

Additional Fees Yearly Registration Fee.....	\$50
Add on—Extra Day Fee.....	\$50
Add on—Half Day Fee.....	\$30
Permanent Change to Schedule.....	\$10
Re-Registration Fee for Any Additional Permanent Changes.....	\$50

Fulltime enrollment is defined as 5 days a week, all day, for 52 weeks

Price includes all Specials for age appropriate children



POLICY: Confidentiality

POLICY NO.: 11.2

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Within HoopRank Early Education and Sports Academy, confidential and sensitive information will only be shared with employees of HoopRank Early Education and Sports Academy who have a “need to know” in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as HoopRank Early Education and Sports Academy strives to protect everyone’s right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and HIV/ AIDS status or other health related information of anyone associated with HoopRank Early Education and Sports Academy.

Outside of HoopRank Early Education and Sports Academy, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of HoopRank Early Education and Sports Academy, persons with whom the information will be shared, and the reason(s) for sharing the information. You may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality Policy protects every child’s privacy. Employees of HoopRank Early Education and Sports Academy are strictly prohibited from discussing anything about another child with you.

Any parent who violates the Confidentiality policy will not be permitted on agency property thereafter. Refer to the policy regarding Parents Right to Immediate Access for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing agency property.



POLICY: Parent Code of Conduct

POLICY NO.: 11.3

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HoopRank Early Education and Sports Academy requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of HoopRank Early Education and Sports Academy is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of HoopRank Early Education and Sports Academy but, is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. Parents who violate the Parent Code of Conduct will not be permitted on agency property thereafter. Please refer to the Policy on Parent's Right to Immediate Access for additional information regarding dis-enrollment of the child when a parent is prohibited from accessing agency property.

11.3-1 SWEARING/CURSING: No parent or adult is permitted to curse or use other inappropriate language on agency property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

11.3-2 THREATENING OF EMPLOYEES, CHILDREN OTHER PARENTS OR ADUTLS ASSOCIATED WITH HoopRank Early Education and Sports Academy: Threats of any kind will not be tolerated. In today's society HoopRank Early Education and Sports Academy cannot afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.





POLICY: Parent Code of Conduct

POLICY NO.: 11.3 continued

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11.3-3 PHYSICAL/VERBAL PUNISHMENT OF YOUR CHILD OR OTHER CHILDREN AT HoopRank Early Education and Sports Academy: While HoopRank Early Education and Sports Academy does not necessarily support nor condone corporal punishment of children, such acts are not permitted in the child care facility. While verbal reprimands may be appropriate it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures. Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Center Director. Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or director's attention. At that point, the teacher and/or director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, teachers and/or the Center Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our agency have privacy rights and are further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

11.3-4 SMOKING: For the health of all HoopRank Early Education and Sports Academy employees, children and associates, smoking is prohibited anywhere on agency property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of HoopRank Early Education and Sports Academy. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

11.3-5 VIOLATIONS OF THE SAFETY POLICY: Parents are required to follow all safety procedures at all times. These procedures are designed not as mere inconveniences, but to protect the welfare and best interest of the employees, children and associates of HoopRank Early Education and Sports Academy. Please be particularly mindful of HoopRank Early Education and Sports Academy entrance procedures. We all like to be polite. However, we need to be careful to not allow unauthorized individuals into the center. Holding the door open for the person following you may, in fact, be polite, however that person may not be authorized to enter the premises. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to the Center Director.



POLICY: Parent Code of Conduct

POLICY NO.: 11.3 continued

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11.3-6 CONFRONTATIONAL INTERACTIONS WITH EMPLOYEES, OTHER PARENTS OR ASSOCIATES OF HoopRank Early Education and Sports Academy: While it is understood that parents will not always agree with the employees of HoopRank Early Education and Sports Academy or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

11.3-7 VIOLATIONS OF THE CONFIDENTIALITY POLICY: HoopRank Early Education and Sports Academy takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with HoopRank Early Education and Sports Academy. Any parent who shares any information considered to be confidential, pressures employees or other parents for information which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.



POLICY: Dismissal

POLICY NO.: 11.4

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HoopRank Early Education and Sports Academy reserves the right to dismiss any child at any time, with or without cause.

Parents will be refunded any unused tuition within two weeks of the dismissal. An agency check will be mailed to the address indicated in the child's file. Any past due balances must be paid within 30 days of the dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal. Any balances remaining after the 30 day period will be referred to the agency's legal counsel for collection.

The Center Director or designee will assist the parent in gathering their child's belongings at the time of dismissal and parents are required to leave agency property in a calm and respectful manner, immediately. HoopRank Early Education and Sports Academy will request assistance from local police should any parent become disruptive and/or uncooperative while gathering their child's belongings upon dismissal.

A dismissed child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to agency property following a dismissal. Appointments are made at the discretion of the Center Director and are not a right of the dismissed child or parent.

Following a dismissal, any parent or child who harasses, threatens or in any manner causes harm to anyone affiliated with the agency by calling, writing, or any other means, will be prosecuted to the fullest extent of the law, by HoopRank Early Education and Sports Academy.



**POLICY: Parent's Right to Immediate Access**

**POLICY NO.: 11.5**

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Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at HoopRank Early Education and Sports Academy, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) HoopRank Early Education and Sports Academy must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with HoopRank Early Education and Sports Academy, both parents shall be afforded equal access to their child as stipulated by law. HoopRank Early Education and Sports Academy cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, HoopRank Early Education and Sports Academy suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. HoopRank Early Education and Sports Academy staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the Center Director, and are allowed in the child care facility only at the discretion of the Center Director. An employee of HoopRank Early Education and Sports Academy will accompany visitors at all times, throughout the center.

HoopRank Early Education and Sports Academy will dismiss any child whose parent is prohibited from entering upon agency property. Due to the parents' right to immediate access policy, as well as state and federal regulations, HoopRank Early Education and Sports Academy cannot have a child at the agency when the child's parent is prohibited access. HoopRank Early Education and Sports Academy will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained.



POLICY: **Withdraw**

POLICY NO.: 11.6

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Two weeks written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition and deposit will be refunded within thirty days of the withdrawal. If the required notice is not given, parents will be charged tuition for two additional weeks and will not have their deposit refunded. The parents and child, following their last day of enrollment, are not permitted to re-enter agency property without prior permission of the Center Director. A withdrawn child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to agency property following the last day of enrollment at HoopRank Early Education and Sports Academy. Appointments are made at the discretion of the Center Director and are not a right of the withdrawn child or parent.

Parents who wish to change their child's days or times of enrollment at HoopRank Early Education and Sports Academy, must submit a request to do so two weeks in advance of the proposed change.

The Center Director will notify the parents in writing if the new schedule is available. A schedule change will not be considered to be final until a new fee agreement is signed. If the schedule change requires an additional deposit and/or registration fee, the change will also be contingent upon payment of these monies. If the requested schedule is not available parents may choose to continue with the current schedule until such time as the requested schedule becomes available, or may choose to withdraw their child from the program. The date the request for the Center Director receives the schedule change will be used to toll the two weeks' notice required for withdraw.



**POLICY: Court Orders Effecting Enrolled Children**

**POLICY NO.: 11.7**

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In cases where an enrolled child is the subject of a court order (ex... Custody Order, Restraining Order, or Protection from Abuse Order) HoopRank Early Education and Sports Academy must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with HoopRank Early Education and Sports Academy administration, both parents shall be afforded equal access to their child as stipulated by law. HoopRank Early Education and Sports Academy cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to their child, HoopRank Early Education and Sports Academy suggests that the parent keep the child with them until a court order is issued.

If conflicting court orders are presented, the most recently dated court order will be followed.

Once presented with a Protection from Abuse Order or a Restraining Order, HoopRank Early Education and Sports Academy is obligated to follow the order for the entire period it is in effect. Employees of HoopRank Early Education and Sports Academy cannot, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. HoopRank Early Education and Sports Academy will report any violations of these orders to the court.



**POLICY: Arrival Procedures**

**POLICY NO.: 11.8**

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Upon arrival at HoopRank Early Education and Sports Academy, the parents or the adult dropping the child off must sign the child into care on the time clock system located in the lobby. Children are required to be escorted by their parent or the adult dropping them off, to their designated classroom. Children are required by law to be supervised at all times while in the child care facility. Parents are required to help children put away their outerwear and get settled for the day.

HoopRank Early Education and Sports Academy discourages parents from “sneaking out” of the center. Some children exhibit separation anxiety when it is time for their parent to leave. HoopRank Early Education and Sports Academy believes it is best for parents to tell the anxious child upon arrival that after all of the child’s things are put away, the parent will kiss, hug and say goodbye to the child. This will prepare the child for their departure. The employee present in the classroom will comfort and assist the child through the anxious time. Parents are asked to leave after saying goodbye. The longer the parent of an anxious child drags out the departure, the more anxiety the child is likely to feel. The professional employees of HoopRank Early Education and Sports Academy are available to discuss other options if the child does not settle into the arrival routine after a reasonable period of time.

At arrival, parents are required to follow the Medication Policy if a child must receive medication during the course of the day.

Parents are required to notify the child’s teacher or Center Director of any special instructions or needs for the child’s day. The parent must present the special instructions in the form of a letter and verbally discuss them with either the classroom teacher or Center Director. These special instructions include but are not limited to: Early Pick Up, Alternative Pick up Person, health issues over the previous night which need to be observed and/or any general issues of concern which the child care providers should be aware to best meet the needs of your child throughout the day.

11.8-1 NOTIFICATION OF ABSENCE Parents are required to inform the center by 6:30 a.m. if a child will not be at the center on a scheduled day. This will enable the center to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day. Parents who fail on (3) occasions in one school calendar year to give proper notice of an absence will result in the child being dismissed from the program.

If your child is ill, we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses, which may occur at our school.



POLICY: **Arrival Procedures**

POLICY NO.: 11.8 continued

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This information will only be shared with staff on a “need to know” basis. If your child has a communicable disease, we ask that you share the diagnosis with the Center Director, so that the parents of the children in the school maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared.

HoopRank Early Education and Sports Academy will take all measures necessary to protect your child’s confidentiality. Parents are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child’s absence from school. Parents who know in advance that a child will be late, are required to notify the center by 6:30 a.m. so as to maintain the appropriate number of employees to ensure ratios are met when the child arrives at school.

**AGENCY’S RIGHT TO REFUSE ADMISSION** HoopRank Early Education and Sports Academy reserves the right to refuse admission to any child at any time with or without cause. HoopRank Early Education and Sports Academy strives to maintain an ample list of substitutes in anticipation of staff absences, however, there are times when substitutes are not available, and classrooms need to be closed to maintain compliance with licensing regulations. Refusal will be based on a “first come first served” basis when seeking to maintain appropriate staff to child ratios and/or when closing classrooms.

Possible reasons for the refusal of admission include but are not limited to: \*Lack of staff to maintain appropriate Staff to Child Ratios as determined by State Licensing Regulations. \*The need to maintain compliance with Licensing Regulations. \*Staff deems the child too ill to attend. \*Domestic Situations that present a safety risk to the child, staff or other children enrolled at HoopRank Early Education and Sports Academy if the child were to be present at the center. \*Parents failure to maintain accurate, up to date records. \*Parents’ failure to complete and return required documentation in a timely fashion.

Parents will be reimbursed tuition for days when their child is refused admission to the program.





**POLICY: Pick Up Procedures**

**POLICY NO.: 11.9**

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Parents or other authorized adult are required to sign their child out of care on the time clock system located in the lobby. Once a parent signs their child out, the parent is then solely responsible for supervising their child while on agency premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms and/or playground. Parents are required to handle all business issues prior to signing out their child, and are required to directly exit the building once they have signed their child out of care.

Parents must take home all papers in the child's cubby or school bag each day.

Parents or persons designated to act "in loco parentis" are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you or other authorized adult at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

**11.9-1 LATE PICK-UP:** A parent is considered late 1 minute passed their agreement with the Parent and Provider Childcare Contract on file. All measurements of time are to be according to the HoopRank Early Education and Sports Academy clock located on the Time Clock System in the lobby.

Unless there is prior approval with Management a late fee of \$1.00 per minute, per child will apply. Late fees must be paid upon next day arrival.

A child's services will be terminated should the child be picked-up late on three occasions in one school year regardless of the reasons for the late pick-up. It is the parent's responsibility to ensure that someone (either a parent or Emergency/Alternate pick-up person) is available to pick up the child on time.

**11.9-2 PERSONS APPEARING TO BE IMPAIRED BY DRUGS/ ALCOHOL AT PICK-UP** The staff of HoopRank Early Education and Sports Academy will contact local police and/ or the other custodial parent should a parent appear to the staff of HoopRank Early Education and Sports Academy to be under the influence of drugs and/or alcohol. The parent's right to immediate access does not permit the agency from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, HoopRank Early Education and Sports Academy staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and Child Protective Services.



POLICY: Pick Up Procedures

POLICY NO.: 11.9 continued

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Any other authorized person who attempts to pick-up a child, and appears to the staff of HoopRank Early Education and Sports Academy to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of HoopRank Early Education and Sports Academy will contact the child's parents, local police and Child Protective Services to notify them of the situation.

11.9-3 EMERGENCY/ALTERNATE PICK-UP FORMS: At enrollment, parents will be presented with an Emergency and Alternate Pick-up form. Parents are encouraged to include on this form any, and all persons who, in the course of events, may at one time be asked to pick-up their child from HoopRank Early Education and Sports Academy. In an emergency situation the child's parents will be called first. If they cannot be reached staff will call the persons listed on this form until someone can be reached.

Should the staff contact a parent, and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list. Failure of the parent to make such arrangements will result in dismissal from the program.

Parents do not need to be listed on the Emergency Contact Form. The nature of the parental relationship affords the parents (in the absence of a court order indicating otherwise) the right to pick-up their child.

Parents will be asked to determine which persons (if any) on the Emergency and/or Alternate Pick-up form have the right to act "In Loco Parentis." In Loco Parentis status affords the pickup person the right to discuss confidential information about the child's day including but not limited to, incident/accident reports, and behavior issues. In the absence of this designation the people on the Emergency and/or Alternate Pick up Form are only afforded the right to pick up the child. Staff is not permitted to discuss the child's day with them.

The persons on the Emergency and/or Alternate pick-up form will be required to provide a Government issued photo ID prior to the agency releasing the child. There will be no exceptions to this rule.

All changes and/or additions to the Emergency and/or Alternate Pick-up forms must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

HoopRank Early Education and Sports Academy reserves the right to refuse/ban any person listed on the Emergency/Alternate Contact Form for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Emergency/ Alternate Form of the policies/procedures contained herein.



**POLICY: Transportation**

**POLICY NO.: 11.10**

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In order to accommodate parents without individual transportation, the following rules must be followed. Failure to comply with these rules will result in termination of Transportation services.

\*Van drivers will remain in the van at all time. CHILDREN ARE NEVER LEFT UNATTENDED. \*Children are to be ready for pick up at least 15 minutes prior to scheduled pick up time \*Driver will honk, call into home, wait 3 minutes, then depart \*Parents are to escort children to and from van \*Parents are to provide car seats for child(ren) that meet US safety standards, and New Car Assessment Program (NCAP) \*Children must stay in the proper safety restraint (seat belt/car seat) at all times \*Children must refrain from abusive or disruptive behavior. If behavior continues, the child will be removed from Transportation services. \*School-age children are responsible for personal belongings. HoopRank Early Education and Sports Academy is not held liable for any lost items on van. \*Children will be released to parent/guardian or person 18 years or older \*If no one is home at scheduled drop off time, children will be returned to Center where parents are responsible for picking up the children. \*All Drivers and Van Aides are CPR certified and must participate in the "Drive Safe" training.

**EMERGENCY PRODECURES** Should there be an emergency while the van driver is in route, they will do the following:

1. \*If a child becomes ill on the van, the van driver will pull over safely, check on the child for any immediate danger, and call the Director for further instructions.
2. \*In case of an accident, the van driver will call 911, and then the Director immediately. Management will then contact all parents and provide information regarding the incident and whether there is a pick-up plan.
3. \*In case of the van breaking down, the van driver will call the Director to send help and to contact parents of the delay.

In any emergency, there will be an Accident/Incident report documented in each child's file. If the need for CPR arises, all of our van drivers, as well as van aide's, are CPR & First Aid certified.



POLICY: **Transportation**

POLICY NO.: 11.10 continued

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Rules continued:

\*Parents are to notify Center of any changes regarding pick up within 24 to 48 hours. Changes are contingent upon availability. Transportation will be suspended if Parent fails to contact Center about not needing transportation by 6 a.m. same day for 3 consecutive days. Transportation will be terminated if there are two occurrences within a 12 month timeframe. \*Parents are to notify Center of any changes regarding drop off before 1 p.m. the same day. \*Parents are to inform Management immediately of any address or phone number changes. Failure to comply will result in immediate termination of Transportation services. \*In case of inclement weather, tune in to KETV Channel 7, or contact HoopRank Early Education and Sports Academy for closing or cancellations. Center will have a message on phone system for any said closings. \*If OPS school district is closed due to inclement weather, transportation is not provided. \*Transportation will not be provided on Christmas Eve or New Year's Eve.

Fees and restrictions may apply if rules and regulations are not followed.



POLICY: Curriculum

POLICY NO.: 11.11

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HoopRank Early Education and Sports Academy follows an all-inclusive, educational and athletic curriculum. Teachers carefully choose developmentally age appropriate activities to stimulate brain, emotional, and physical development. Assessments Quarterly reviews are assessed to track individual progress. This progress is shared monthly at Parent-Teacher conferences along with samples of the child's art and learning activities that are taken in a natural setting. Parents are more than welcome to request additional meetings aside from the scheduled quarterly conferences. Daily Activities include, but are not limited to: Athletic Drills, Dribbling, Body Control, Footwork, Shooting and Layup Form, Math & Application, Speed and Agility, Sensory and Reaction, Language & Literacy, Fine & Gross Motor Play, Home-living, Story time and exploring books. Daily Schedule and Curriculum are available upon request Child to Staff Ratios For maximum potential and to honor state licensing regulations, Child to Staff Ratios are implemented daily. Preschool (3 years to 5 years): 12 to 1 School Age (6 years to 13 years): 15 to 1 \*HoopRank Early Education and Sports Academy has the right to re-assign a child to a different classroom for, but not limited to: staffing changes or maintaining Child to Staff Ratio, and child behavior.

The HoopRank Early Education and Sports Academy curriculum is divided into four skill categories; Education, Sports, Social, and Practical. Each child will receive a monthly progress report with standard metrics we feel embody the basics of fundamental development in each category, though coaches/ teachers will be responsible for teaching the curriculum and benchmarking results daily. We understand that not all children learn at the same pace. As individuals progress, modifications to the child's curriculum may be made with the Center Director, coach/ teacher, and parent to keep the child engaged, challenged, and moving forward.

**Supplies** - Parents are responsible to provide the following supplies:

Athletic clothes, athletic shoes, medication (if applicable), inhaler (if applicable), diapers/Pull Ups (if applicable), wipes, change of clothes, blanket, and any ointment (diaper rash cream, Vaseline, etc.)

Although HoopRank Early Education and Sports Academy provides educational supplies, we welcome parents to donate various re-usable items such as basketballs, toilet paper rolls, or paper towel rolls.

We are always refilling our centers and love donated toys, books, costume jewelry, play clothes, hats, and bags!

**Nap/Rest Time** - It is not mandatory to take a nap, however it is required to rest for at least 45 minutes on designated mat. Child may engage in a quiet activity on their mat for duration of Rest Time. Parents may send a blanket that will go home to be washed every Friday. HoopRank Early Education and Sports Academy does not supply blankets.



**Communication** - There will be times parents need to be notified (field trips, more supplies needed, emergencies, etc.) and we want to reach you as quickly as possible. We will reach out to Parents either by phone, text, email, or by note.

**Meal Time:** HoopRank Early Education and Sports Academy believes in family. Meal times are served family style. We encourage all food groups to be tried, however we will never force a child to eat. Meals are served as follows: Breakfast: 7am to 9:30 am Lunch: 11 am to 1:30 pm Snack: 3 pm to 4:30 pm Dinner: 4:45 pm to 6 pm Evening Snack (If applicable): 7 pm to 8 pm

Because HoopRank Early Education and Sports Academy participates in the State Food Program, no outside food is allowed. Food that is sent with the child, unless there is a doctor's note for specific food intake, will be taken away. Birthdays/Celebrations We love to celebrate birthdays, milestones, and holidays with our children. HoopRank Early Education and Sports Academy celebrates traditional American Holidays however encourages parents to share their cultural Holidays so that we can include those celebrations and educational activities throughout the year. We encourage children to celebrate what makes them unique!

For these special occasions, we do allow parents to send celebration treats as long as they are store bought and peanut-free for our children with allergies. Parents are requested to let the office know in advanced if they are bringing anything in for the class.



POLICY: Discipline

POLICY NO.: 11.12

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Our philosophy on discipline is based on positive interactions to encourage the child to grow successfully. Redirection, choices, logical consequences, providing language to help understand the situation, positive affirmation, rationality, and problem solving are a few ways we implement growth.

HoopRank Early Education and Sports Academy also believes in fostering a team environment by holding each team (classroom) responsible for each individual's growth, improvement, and actions. Each child will be assigned a merit tally. Each child will begin the day with two positive merits by simply walking in the door. Coaches/ teachers will identify any teaching moment to add positive merits to the child's tally. The team/ classroom with the highest merit tally at the end of each day will win a prize or privilege. If a child has a negative merit tally, the disciplinary action plan will be as followed:

Negative 1 tally: Child is spoken to individually about behavior and what needs to be done to improve

Negative 2 tally: Child's team/ class will be awarded additional forms of physical activity (sprints, push-ups, sit-ups, etc.)

Negative 3 tally: Child's team/ class will be awarded additional forms of physical activity (sprints, push-ups, sit-ups, etc.)

Negative 4 tally: Child may lose certain privileges such as training time with team/ classroom

Negative 5 tally: Guardian will be contacted and child will be removed from group and placed in age appropriate time out. This process will continue until behavior has been corrected

Negative 6 tally: Guardian will be contacted and child may be sent home for the day

Student Behavior Reports are documented in the child's file to keep track of noticed changes. If the behavior continues a parent conference will be requested so we can work on a developmental plan to help the child succeed.

We understand that children react to situations differently, and sometimes are not sure how to exhort their energy in a positive way. Please keep us informed of any matters that may be affecting your child's behavior.

Food and/or physical punishment will never be used at HoopRank Early Education and Sports Academy.



POLICY: Toys from Home

POLICY NO.: 11.13

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Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home, unless specifically requested by the classroom teacher for use as part of the curriculum. Parents are responsible for enforcing this policy with their child. Parents are encouraged to consult the classroom teacher should they find their child is having difficulty with this policy.

If the parents fail repeatedly to enforce this policy with their children, the staff will call the parents and require that they come to the school and remove the toy.

Children in classrooms with nap/rest time are permitted to include with their bedding supplies, one plush/non-musical toy with which to nap/rest. This toy is to be placed with the bedding supplies and use of it will only be allowed at nap/rest time.

All toys brought in for use as part of the curriculum, and/or for nap/rest time will be inspected by HoopRank Early Education and Sports Academy staff for safety and appropriateness, and may be prohibited at the sole discretion of HoopRank Early Education and Sports Academy.





POLICY: Dress Code

POLICY NO.: 11.14

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Children Clothing: Children are engaged in various activities during the course of the day and will always be participating in athletic drills on a daily basis; some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable and preferably athletic, clothing.

- Parents are prohibited from dressing children in overalls, or clothing with difficult closures. These types of clothing present particular challenges for children in relation to toileting.
- Coats, hats, gloves, scarves and winter boots must be provided in the winter months. It is not necessary for the children to wear their winter boots to school. Teachers will change the children into their winter boots when they go outdoors.
- Children are not permitted to wear open toed, and/or open backed shoes. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/ tennis shoes.
- Children ages 3 through 5 are required to have one seasonably and size appropriate complete change of clothing at the center at all times. Children under 3 years of age are required to have two seasonably and size appropriate, complete changes of clothing at the center at all times. A complete change of clothing includes, shirt, pants, underwear, socks, and shoes. Teachers will post reminders for parents to update changes of clothing as the weather begins to change.
- All clothing items must be clearly labeled with the child's first and last name. This includes, coats, hats, gloves, scarves, and boots. HoopRank Early Education and Sports Academy is not responsible for lost or damaged items of clothing.
- Children Jewelry/Accessories: Children are not permitted to wear jewelry of any kind other than earrings. It is a safety hazard for your child as well as the other children enrolled in the program. In addition, HoopRank Early Education and Sports Academy will not be responsible for lost or stolen valuables. It is the parents' responsibility to enforce this policy with their children. Should a child come to school wearing any jewelry, parents will be required to take it with them, or to return to the school to remove the jewelry if it discovered after the parent leaves. Repeated (more than 3 violations per school year) violations of this policy are considered to be violation of SAFETY POLICIES and will result in dismissal from the program.
- Hair beads, barrettes, bobby pins, etc. are not to be worn by Infants or Toddlers. These accessories are considered to be safety hazards. When choosing accessories for your children be mindful of the potential safety issues they present not only for your child, but also for the older and younger children attending HoopRank Early Education and Sports Academy.
- HoopRank Early Education and Sports Academy is not responsible for damage to or loss of and articles of clothing.



POLICY: Dress Code

POLICY NO.: 11.14 continued

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Parent Clothing:

Parents are required to be dressed in appropriate clothing while at HoopRank Early Education and Sports Academy, or involved in any HoopRank Early Education and Sports Academy sponsored events. Inappropriate clothing would include, revealing, extremely short, ripped/ torn (in inappropriate places), and/or see through articles of clothing. Anything with suggestive or vulgar language is prohibited.

Parents wearing high heels, work boots, or shoes with wet/dirty soles, will be required to remove their shoes prior to entering any classroom with children under 2 ½ years of age. This will reduce the risk of injury to a child on the floor, and will help to maintain a clean floor. Parents can simply leave their shoes outside the classroom door prior to entering the classroom.

Parent Jewelry:

While volunteering in the classroom or at any HoopRank Early Education and Sports Academy sponsored event, parents are not permitted to wear any jewelry and/or accessories as per the children's/staff's dress code policy outlined above. Parents will be restricted from volunteering if they are not in compliance with this policy.



**POLICY: Field Trips**

**POLICY NO.: 11.15**

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HoopRank Early Education and Sports Academy frequently supplements the in class curriculum with off premise field trips. Parents are required to give written permission for their child to attend each field trip. Notification of a field trip will be sent home in advance of the trip, with all pertinent trip information including, destination, date, time, reason for trip, cost, and mode of transportation. Accompanying the notification paper, teachers will include a permission slip to be filled out, signed, and returned to the teacher prior to the date of the trip. The field trip permission slip must be filled out completely and accurately, and all trip costs must be paid in advance in order for your child to attend.

If parents wish to attend the trip with their child, they should discuss attending with the classroom teacher. HoopRank Early Education and Sports Academy provides all required supervision for all field trips, but always invites and welcomes parents to attend.

Parents will not be permitted to transport any child, other than their own, on a HoopRank Early Education and Sports Academy sponsored trip.

If your child is not scheduled to attend on the day of a field trip and you wish for your child to participate in the trip, please discuss this with your child's teacher at least three days prior to the date of the trip. Your child will be permitted to attend if required ratios can be maintained with his/her addition to the class. An additional day fee of \$25.00, as well as the cost of the trip and signed permission slip will be due prior to the date of the trip.



POLICY: Health and Safety

POLICY NO.: 11.16

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**PRE-ENROLLMENT REQUIREMENTS** Each child is required to complete a pre-enrollment packet of information. This packet is to be returned to the center's office prior to the child's first day of attendance. All children are required to have a complete up to date immunization record on file at HoopRank Early Education and Sports Academy. This is per our licensing regulations. If you have chosen not to have your child immunized, please ask the center director for an immunization waiver form. Immunizations may be waived for certain reasons. Please discuss this with the center director to determine whether you have the right to be enrolled and not have your child immunized. Parents are required to have a wavier on file in place of an immunization record, so that the center can maintain compliance with licensing regulations.

**CHILDREN WITH SEVERE ALLERGIES** For the safety of your child, parents are required to provide a signed copy of the "Authorization for Emergency Care for Children with Severe Allergies" form, detailing any allergies, food or otherwise, from which their child suffers, at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child's physician and parent(s) or legal guardian(s), and must be updated every six months, or more frequently, as needed. In addition to this form, parents must provide a copy of any additional physician's orders and procedural guidelines relating to the prevention and treatment of the child's allergy. This form can be obtained by request from the Center Director.

**CHILDREN WITH SEVERE ALLERGIES** Parents must also execute a "Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies" form. This form releases HoopRank Early Education and Sports Academy from liability for administering treatment to children with severe allergies and taking other necessary actions set forth in the "Authorization for Emergency Care for Children with Severe Allergies" form, provided HoopRank Early Education and Sports Academy exercises reasonable care in taking such actions. Any medication required to treat an allergic reaction must be provided in accordance with the Medication Policy detailed herein. **COMMUNICABLE DISEASES** HoopRank Early Education and Sports Academy follows all health/communicable disease policies as outlined in the American Academy of Pediatrics Model Health Policies and Procedures Manual. A copy of this manual is on file with the Center Director and is available upon request for review. Additionally, copies can be purchased, for a nominal fee, from the National Association for the Education of the Young Child (NAEYC) at 1-800-424-2460. Parents are required to pick up an ill child within 45 minutes of notification by phone. If a parent is reached, but cannot pick their child up within 45 minutes, it becomes the parent's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. The staff will not continue to call those listed on the emergency contact list once a parent is reached. If a parent can not be reached, the staff will begin to call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up.



POLICY: Health and Safety

POLICY NO.: 11.16 continued

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COMMUNICABLE DISEASES Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the American Academy of Pediatrics. Children must present a doctor's note stating they are no longer contagious and can return to the program. HoopRank Early Education and Sports Academy reserves the right to refuse to allow a child to return if the center director or designee believes the child to be too ill to participate in the program.

Children excluded from the program due to a fever may not return to the program until they are fever free, without fever reducing medication, for 24 hours. If your child is sent home due to a fever, he/she is not permitted to return to the program the following day at a minimum. A fever is defined as a temperature reading on a thermometer of at least 101 degrees Fahrenheit or more as taken under the arm.

Children are required to be excluded from the program for loose bowels or diarrhea which occur 3 or more times in a 24 hours period of time. Children may return to the program when normal bowel movements resume. If your child will be absent due to illness, we request that you notify the center director. This enables our faculty to keep track of any illnesses, which may occur at our school.

COMMUNICABLE DISEASES if your child has a communicable disease, we ask that you share the diagnosis with the center director, so that the parents of the children in the school maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared. HoopRank Early Education and Sports Academy will take all measures necessary to protect your child's confidentiality. You are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

BITING HoopRank Early Education and Sports Academy recognizes that biting is a developmentally appropriate behavior for children in the infant through 2 ½ year old classrooms. Parents with children in these classrooms should expect that their children may be bit, or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations which, provoke, or elicit this behavior so it can be prevented in the future. The staff will not punish, or harshly discipline children in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior. Uncooperative parents will have their child's services terminated.



POLICY: Health and Safety

POLICY NO.: 11.16 continued

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BITING Children older than 3 years of age, may occasionally be involved in a biting incident. For children in this age group who bite, the staff will use the discipline procedures outlined in the discipline section of this handbook, as well as observe the child to determine what provokes or elicits this inappropriate behavior. Parents are expected to cooperate with staff to help their child control this behavior. Uncooperative parents will have their child's service terminated. Furthermore, children, in the older age groups, who bite 3 times in a school year will have their services terminated since, the safety of all the children in the program is of the utmost concern of HoopRank Early Education and Sports Academy.

Parents will be notified by incident/accident report that a biting incident occurred during the course of the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and cannot be disclosed. The staff of HoopRank Early Education and Sports Academy cannot discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

Policy on Administering Medications and Ointments HoopRank Early Education and Sports Academy gives or applies medication in accordance with the "5 Rights" as required in Nebraska Statutes 71-7718 through 6742. The following are these "rights": The right drug the right recipient in the right dose by the right route at the right time Maximum Heights' policy is not to administer over the counter medications without a physician's note. Parents of children receiving medication of any kind must complete and sign the Medication Permission & Record every day. Parents will be informed who gives their child medication on the above form. Requirements for Administering Prescription Medications before the Center can administer any prescription medication to a child, Maximum Heights requires written authorization of a parent/guardian on a Medication Permission & Record sheet. All medication must be labeled with the child's name and in the original container. Please note: a physician's release note will be required for a child's file for the Child Care Center staff to administer the use of PRN "as needed medications." Maximum Heights will not administer over the counter medications without a physician's note. Requirements for Administering a PRN/"as needed" Medications: If a child has a prescription medication that is to be given or applied to a child on an "as needed" or PRN basis, the provider MUST obtain a written statement from the licensed Health Care Professional who prescribed the medication allowing the staff to give or apply that medication to the child. Examples of the prescription medications that are needed PRN or on an "as needed" basis include, but are not limited to, be sting kits or asthma treatments.



POLICY: Health and Safety

POLICY NO.: 11.16 continued

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FIRE/EMERGENCY DRILLS HoopRank Early Education and Sports Academy conducts monthly fire, tornado, and emergency/evacuation drills. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans. During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete. In the event of a real fire/emergency situation, the director or designate will inform each classroom teacher that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 45 minutes of the telephone call. Parents wishing to sign their child out of the program during a fire/ emergency drill or real fire/emergency situation are expected to have patience with the staff as they are trying to maintain order during an often hectic and dangerous situation. If the center is in the midst of a fire/ emergency drill, parents will be required to wait until the drill is completed and the staff and children are returned to the building to sign their child out of the program.

FIRE/EMERGENCY DRILLS if the center is having a real fire/emergency situation, parents will be asked to wait until the director or designee has accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work together, remain calm, and cooperate with the fire/emergency personnel and center administration during these important and critical situations.

ALTERNATE SAFE LOCATION should the administration of HoopRank Early Education and Sports Academy or any emergency services personnel determine the building which houses the child care agency to be too dangerous to be occupied, the staff and children will be taken to the neighboring building to the North. Once the children are assembled here, the staff will begin contacting parents or emergency contact persons (using Emergency Contact List) for pick up and location of designated area. Parents will still be required to sign out children by signing the Emergency Log out Sheet. As stated before, children must be picked up within 45 minutes of the telephone call.

FIREARMS AND WEAPONS At no time is any person permitted to carry any type of firearm on premises.



POLICY: MANDATED REPORTING OF SUSPECTED  
CHILD ABUSE AND/OR NEGLECT

POLICY NO.: 11.17

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Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of HoopRank Early Education and Sports Academy are considered mandated reporters, under this law. The employees of HoopRank Early Education and Sports Academy are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at HoopRank Early Education and Sports Academy take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of HoopRank Early Education and Sports Academy cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

\*Unusual bruising, marks, or cuts on the child's body \*Severe verbal reprimands \*Improper clothing relating to size, cleanliness, season \*Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.) \*Dropping off or picking up a child while under the influence of illegal drugs or alcohol \*Not providing appropriate meals including a drink for your child \*Leaving a child unattended for any amount of time \*Failure to attend to the special needs of a disabled child \*Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside. \*Children who exhibit behavior consistent with an abusive situation





POLICY: PARENT COMPLAINT/GRIEVANCE

POLICY NO.: 11.18

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HoopRank Early Education and Sports Academy provides the following procedure to assure all parents and/or guardians that have any complaint or grievance may be fully recognized and considered. We prefer that all the problems be solved informally by you discussing the problem with management and reaching an understanding and agreement. If, after discussion with management you are dissatisfied, we encourage you to use the grievance procedure.

Because timeliness is important in considering grievances, you must inform your director that you have a grievance within seven calendar days following the situation that cause you to believe a grievance exists.

Please fill out the Parent Complaint and Grievance Form, stating the details of your complaint or grievance in full, attaching documentation if necessary and stating what you think should be done. Upon receipt of the form, the Director will respond to the complaint within seven (7) working days. Should the Director not be available during that time, the parent/guardian will be informed as to when the Director will be available. A response will be forthcoming within seven working days of the Director's return.

If the complaint is not resolved to the satisfaction of both parties, the complaint will be submitted in writing to the Chief Executive Officer (CEO), who will acknowledge receipt of the grievance within seven days, either in person or in writing. The decision of the CEO is final.



POLICY: Agency Contact Information

POLICY NO.: 12

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HoopRank Early Education and Sports Academy has an open door policy, so please come in!

Email: [kmkuhn25@gmail.com](mailto:kmkuhn25@gmail.com)

Website: [www.hooprank.com](http://www.hooprank.com)

Main Phone Number: 402.598.2019

First Location: 3223 North 45<sup>th</sup> Street Building T, Omaha, NE, 68104

Hours of Operation: Monday-Saturday 6:30am-7:30pm