

SKILLS LAB

HANDBOOK

PARENT & STUDENT GUIDE

2026–2027 • AGES 12–18

Learn. Grow. Thrive.

A space to build skills, confidence, wellness and a stronger future.

SATURDAY SKILLS LAB



LET'S GROW TOGETHER.

Powered by The ME Foundation +
UpSkill Etc.

WELCOME TO SKILLS LAB

LEARN
GROW
THRIVE

Parent & Youth Handbook

We're excited to partner with youth and families
for a safe, engaging, and empowering experience. ♥

TABLE OF CONTENTS

- 1 Welcome to Skills Lab
- 2 Program Schedule & Calendar
- 3 Membership Cost & Payment Policy
- 4 Cancellation, Withdrawal & Refund Policy
- 5 Scholarship Expectations, When Applicable
- 6 Major & Minor / Program Participation Expectations
- 7 Attendance & Punctuality
- 8 Drop-Off & Pick-Up
- 9 Authorized Pick-Up & Independent Release
- 10 Transportation Policy
- 11 Trips & Activities

- 12 Youth Behavior & Conduct
- 13 Discipline & Removal from Programming
- 14 Safety Expectations
- 15 Emergency Procedures
- 16 Inclement Weather / Emergency Closings
- 17 Health, Medication & Medical Emergencies
- 18 Illness / When to Stay Home
- 19 Therapy & Wellness Participation
- 20 Food & Snacks
- 21 Dress Expectations
- 22 Personal Belongings

- 23 Technology & Equipment
- 24 Photography, Video & Media
- 25 Confidentiality & Privacy
- 26 Mandated Reporting / Child Safety
- 27 Non-Discrimination & Inclusion
- 28 Parent Communication
- 29 Volunteer & Parent Engagement Opportunities
- 30 Youth Employment / Internship Opportunities
- 31 Parent Concerns, Complaints & Grievances
- 32 Contact Information
- 33 Acknowledgment of Handbook



Let's **Grow** Together.



PROGRAM SCHEDULE & CALENDAR



Plan your week. Build your future!

LET'S GROW TOGETHER.



GROW.
LEARN.
LEAD.
THRIVE

UPSKILL ETC.

UPSKILL ETC.

UPSKILL ETC.

Consistent schedules build discipline. Every session is a step toward your goals!



WEEKLY PROGRAM SCHEDULE

SATURDAY – SKILLS LAB (YOUTH 12-18)

TIME	SATURDAY – SKILLS LAB (YOUTH 12-18)	DESCRIPTION
9:00 AM	DOORS OPEN / CHECK-IN	Arrival, check-in, connect & settle in
9:30 – 10:30 AM	MORNING MINDSET	Mindset building, motivation, & group discussion
10:30 AM – 12:00 PM	MAJOR / MINOR SESSIONS	Hands-on learning in chosen track
12:00 – 12:25 PM	SNACK & RECHARGE	Healthy snack & social time
12:25 – 1:00 PM	5 AREAS OF WELLNESS WIND-DOWN	Mental, physical, emotional, social & financial wellness
1:00 PM	DISMISSAL	Pick-up / bus departure



YOUTH PROGRAM DETAILS

Youth

- ✓ Saturday Mornings
- ✓ 9:00 AM – 1:00 PM
- ✓ Ages 12–18
- ✓ 12–14 separate / 15–18 separate
- ★ Focus on mindset, majors & minors, wellness, and youth growth



IMPORTANT CALENDAR HIGHLIGHTS



11/14/26 — FALL SESSION BEGINS



1/2/27 — YOUTH WORKS APPLICATION (SUMMER EMPLOYMENT)



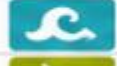
1/9/27 — WINTER SESSION BEGINS



4/11/27 — SPRING SESSION BEGINS



6/28/27 — SUMMER CAMP BEGINS



7/30/27 — SUMMER CAMP ENDS



10/9/27 — FALL SESSION BEGINS



IMPORTANT REMINDERS

- ✓ Arrive on time and ready to learn.
- ✓ Check the monthly calendar for special events & field trips.
- ✓ Schedules may change — stay connected!



SHOW UP. STAY FOCUSED.
BUILD YOUR FUTURE.



Your time. Your growth.
Your future starts here.



LET'S GROW TOGETHER



MEMBERSHIP COST & PAYMENT POLICY

LEARN
GROW
THRIVE



\$150

MONTHLY
MEMBERSHIP



\$425

PAY IN FULL
FOR 90 DAYS



\$10

MONTHLY CO-PAY
WHEN APPLICABLE



10%

SIBLING DISCOUNT



1

Skills Lab is a **90-day commitment**.



2

Membership is **\$150** per month.



3

Families may save **\$25** by paying **\$425** up front for the full **90-day commitment**.



4

A card on file and/or **automatic recurring payment** may be required.



5

Parents/guardians are responsible for keeping **payment information** current.



6

If approved for scholarship support with a co-pay, the required co-pay is **\$10 per month** and must be paid on time.



7

A **10% sibling discount** is available for additional enrolled siblings.



8

A **\$25 fee** may be charged for declined, returned, or failed payments.



9

Late or missed payments may result in a **payment review**, **temporary pause** in participation, or **possible loss** of enrollment and/or scholarship support.



10

Trips, special experiences, merchandise, and other optional costs are **not included** in the monthly membership unless stated otherwise.



11

Families should **communicate** with Skills Lab staff as early as possible if they are having payment concerns.



12

Questions about billing or payment arrangements should be **directed to Skills Lab staff**.



Clear, timely payments help us keep **Skills Lab programming** strong, consistent, and ready for youth to grow.

LET'S GROW TOGETHER

MEMBERSHIP COST & PAYMENT POLICY

INVEST IN THEIR FUTURE. INVEST IN THEIR GROWTH.

SKILLS LAB IS A 90-DAY COMMITMENT.

Choose the payment option that works best for your family.

MONTHLY PAYMENT

 **\$150**
PER MONTH

Billed monthly on the same date each month.

PAY IN FULL & SAVE

 **\$425**
DUE UP FRONT

Save \$25 when you pay for the full 90 days upfront!

SIBLING DISCOUNT

 **10%**
OFF

Receive 10% off for each additional sibling enrolled.

PAYMENT POLICY

- ✓ A valid payment method (card) must be on file to enroll.
- ✓ Payments are processed automatically each month.
- ✓ A \$25 failed payment fee will be applied to any declined payment.
- ✓ If payment is not received by the due date, program access may be paused until the account is brought current.
- ✓ Co-pay payments for scholarship families (\$10/month) must be made on time.
- ✓ Continued participation is based on account being in good standing.

WHAT YOUR MEMBERSHIP INCLUDES:

- ✓ Access to all Skills Lab majors & minors
- ✓ Coaching & mentorship
- ✓ Therapy & wellness support
- ✓ Hands-on learning & projects
- ✓ Field trips & experiences
- ✓ A safe, supportive community

YOUR INVESTMENT TODAY BUILDS THEIR TOMORROW.

Thank you for partnering with us on this 90-day journey!

LET'S GROW TOGETHER

CANCELLATION, WITHDRAWAL & REFUND POLICY



SKILLS LAB IS A 90-DAY COMMITMENT.

This policy explains how cancellations, withdrawals, and refunds are handled.



90-DAY COMMITMENT

All enrollments are for a 90-day period. Families are committing to the full 90 days of programming at the time of enrollment.



CANCELLATION BY PARENT/GUARDIAN

To cancel after enrollment, a written notice must be provided at least 14 days before the start of the next 90-day term.



WITHDRAWAL POLICY

If you withdraw before the end of your 90-day term, you are responsible for the full 90-day payment. No partial refunds or prorated credits will be issued.



REFUND POLICY

- No refunds will be issued for late cancellations or withdrawals.
- No refunds will be issued for sessions missed due to absence, illness, vacations, or disciplinary removal.
- Scholarship co-payments are non-refundable.



PROGRAM CANCELLATION

If Skills Lab cancels a session or program day, we will do our best to reschedule. If rescheduling is not possible, a credit will be applied.



QUESTIONS?

Please contact us if you have any questions about this policy. We are here to help!

THANK YOU FOR YOUR COMMITMENT TO YOUR YOUTH'S GROWTH!

LET'S GROW TOGETHER

LET'S GROW TOGETHER 

SCHOLARSHIP EXPECTATIONS



1 Youth must be actively engaged in Skills Lab programming.



2 Youth receiving scholarship support must participate in **required therapy sessions**.



3 Youth are expected to participate in **coaching, projects, activities, and other required program components**.



4 Parents/guardians must **maintain current information** and respond to required program communication.



5 Families may be required to complete **eligibility verification or: scholarship renewal documentation**.



6 If approved for a scholarship with a co-pay, the parent/guardian must pay the required **\$10 monthly co-pay** on time.



7 Failure to make required co-payments may result in a **review or loss of scholarship support**.



8 Continued scholarship support is based on **participation, eligibility, available funding, and compliance with program expectations**.



9 Scholarships may be reviewed or discontinued when a youth or family **does not meet scholarship requirements**.



\$10

MONTHLY CO-PAY

REQUIRED

WHEN APPLICABLE



REQUIRED THERAPY SESSIONS

Scholarship support includes required therapy sessions. Participation is mandatory.



Scholarship support creates access.

ENGAGEMENT, COMMITMENT, AND FOLLOW-THROUGH *keep it going.*



MAJOR & MINOR / PROGRAM PARTICIPATION EXPECTATIONS

Explore. Commit. Build skills. Discover what's next.



-  Each Skills Lab session is a 90-day commitment.
-  Youth will select a Major and Minor for the 90-day session.
-  Majors and Minors provide hands-on exposure to careers, skills, and interests.
-  Youth are expected to actively participate in projects, discussions, demonstrations, and activities.
-  Youth should remain in their selected Major and Minor for the full 90-day session unless a change is approved by staff.
-  Space is limited in each track. If a selected track is full, the youth will be placed on a waitlist and may be assigned another available option.
-  Track changes depend on availability and staff approval.
-  Youth are expected to complete projects, presentations, or skill demonstrations connected to their track.
-  Some tracks may have additional safety, dress, equipment, or participation requirements.
-  Youth should come prepared, ask questions, try new things, and take responsibility for their learning.



**90-DAY
SESSION**



**FULL TRACKS
= WAITLIST**



CHOOSE YOUR TRACK.
COMMIT TO **GROWTH**.
CREATE YOUR **FUTURE**.



Explore. Commit. Build skills. Discover what's next.



ATTENDANCE & PUNCTUALITY

Skills Lab Handbook Policy



Consistent attendance is important to helping youth get the most out of Skills Lab.



- Youth are expected to attend all scheduled Saturday sessions and arrive on time and ready to participate.



- Parents/guardians should notify Skills Lab staff as soon as possible if their child will be absent or late.



- 3 unexcused absences may result in a parent meeting and review of continued enrollment.



- Excessive tardiness or early pick-ups may also be treated as an attendance concern.



- Scholarship-supported members are expected to maintain regular attendance. Repeated absences may affect scholarship eligibility.



- Excused absences may include illness, family emergencies, school activities, religious obligations, or other circumstances approved by staff.



- We understand that things happen. Our goal is to communicate early and work together whenever possible.



Attendance matters because Skills Lab activities build from week to week, and consistent participation helps youth grow, connect, and get the full benefit of the program.

DROP-OFF & PICK-UP

Skills Lab Handbook Policy



Safe, smooth arrival and dismissal
help every Skills Lab day start and end well.



- Youth should be dropped off no earlier than 9:00 AM unless otherwise approved.



- Parents/guardians must make sure their child enters the building safely before leaving.



- Youth must be picked up promptly at the end of the program day.



- If someone other than the parent/guardian will pick up the youth, Skills Lab must be notified in advance.



- Youth may only leave with an authorized adult listed by the parent/guardian.



- Parents should notify staff as soon as possible if they are running late.



- Repeated late pick-ups may require a parent meeting and could affect continued enrollment.



- Youth who have permission to leave independently must have written parent/guardian authorization on file.



- Skills Lab staff are responsible for youth only during scheduled program hours.



Clear drop-off and pick-up routines help keep youth safe, support staff, and make each Skills Lab day more organized for everyone.

AUTHORIZED PICK-UP & INDEPENDENT RELEASE



Your child's safety is our priority. Please review the guidelines below about who may pick up your youth and when they may be released.



No youth will be released to anyone not on file.



AUTHORIZED PICK-UP

- Only individuals listed on the Authorized Pick-Up Form may pick up your youth.
- All authorized individuals must show a valid photo ID.
- If someone not on the list will pick up your youth, you must notify staff in writing in advance.
- For everyone's safety, we cannot accept verbal authorization.



Please keep your Authorized Pick-Up list current. Notify us immediately of any changes.



INDEPENDENT RELEASE

- Youth may only be released independently (walk, bike, public transit, etc.) if a signed Independent Release Form is on file.
- The form must include the parent/guardian signature and the youth's permission.
- UpSkill Etc. is not responsible for youth once they leave the program.
- Parents/guardians should discuss and confirm transportation plans with their youth.



No Independent Release Form on file?
Your youth must be picked up by an authorized adult.



IMPORTANT REMINDERS

- Pick-up must occur by the program end time. Late pick-ups may result in program restrictions.
- For safety, youth will wait in the designated area until picked up.
- Repeated late pick-ups may require a conference with staff.
- Questions? Contact our team at any time.



Thank you for partnering with us to keep our youth safe, supported, and successful!



SAFETY. TRUST. TEAMWORK.
LET'S GROW **TOGETHER.**



If you have any questions or need to update your pick-up list or release form, please contact the front desk.



www.upskilletec.com



info@upskilletec.com



@upskilletec

TRANSPORTATION POLICY

Safe, reliable transportation helps our youth arrive ready to learn and grow.



PROGRAM TRANSPORTATION

UpSkill Etc. may provide transportation for approved activities, field trips, and special programs.

Participants must have a signed Transportation Consent Form on file.



ARRIVAL & DEPARTURE

Youth must be dropped off and picked up on time at the designated locations.

Parents/guardians are responsible for ensuring timely arrival and pickup unless other arrangements are approved.



SAFETY FIRST

Safety is our top priority. All participants must follow staff instructions and demonstrate respectful behavior while riding in program vehicles or on public transportation.



PARENT/GUARDIAN RESPONSIBILITY

Parents/guardians are responsible for their youth before drop-off and after pickup. UpSkill Etc. is not responsible for youth outside of program hours or locations.



CHANGES & COMMUNICATION

Notify staff of any changes to transportation plans as soon as possible. For safety, youth will only be released for authorized individuals.



WORKING TOGETHER KEEPS OUR YOUTH SAFE, ON TIME, AND READY TO GROW!



TRIPS & ACTIVITIES



LET'S **GROW** TOGETHER



EXPLORE. EXPERIENCE. LEARN.
STAY SAFE. REPRESENT SKILLS LAB WELL.



1. EXCITING OPPORTUNITIES.

Youth may participate in field trips, college tours, community outings, recreational activities, workshops, and special experiences.



2. PERMISSION REQUIRED.

A signed parent/guardian permission form may be required before participation.



3. FOLLOW RULES & STAY SAFE.

Youth must follow all Skills Lab behavior and safety expectations during trips and activities.



4. STAY WITH YOUR GROUP.

Youth must remain with their assigned group and follow staff directions at all times.



5. KEEP INFO UP TO DATE.

Parents/guardians are responsible for providing accurate emergency contact, medical, allergy, and transportation information.



6. ADDITIONAL FEES MAY APPLY.

Some trips or special experiences may require an additional fee that is not included in membership or scholarship support.



7. BE ON TIME.

Youth should arrive on time for scheduled departure. Late arrival may result in missing the trip.



8. WEAR UPSKILL APPAREL.

Youth must wear approved UpSkill Etc./Skills Lab apparel or paraphernalia on all trips and off-site activities, unless staff provides different instructions for a specific event.



9. DRESS APPROPRIATELY.

Appropriate clothing and footwear may be required depending on the activity.



10. TRANSPORTATION.

Transportation may be provided by Skills Lab, an approved transportation provider, or another authorized arrangement.



11. PICK-UP POLICY.

Youth may not leave a trip or activity with anyone other than an authorized parent/guardian or approved adult.



12. SAFETY & COMMUNICATION.

Staff may limit participation if a youth's behavior creates a safety concern. Parents/guardians will be contacted if an emergency, significant behavior issue, or early pick-up is required.



**WE REPRESENT
UPSKILL EVERYWHERE!**

- ✓ BE RESPECTFUL.
- ✓ BE RESPONSIBLE.
- ✓ BE ENGAGED.
- ✓ BE A POSITIVE REPRESENTATIVE OF SKILLS LAB.



ADVENTURE



COLLEGE TOURS



NEW EXPERIENCES



EXPLORE. EXPERIENCE. LEARN. STAY SAFE.

LET'S GROW TOGETHER!



YOUTH BEHAVIOR & CONDUCT

Skills Lab Handbook Policy



A **safe, respectful** environment helps every **Skills Lab** member **learn, grow, and thrive.**



1. Treat staff, instructors, guests, and other youth with respect.



2. Follow staff directions and participate appropriately in activities.



3. No bullying, harassment, threats, fighting, or intimidation.



4. No weapons, drugs, alcohol, vaping, or other prohibited items.



5. Use appropriate language. Repeated profanity, disrespect, or disruptive behavior may result in intervention.



6. Respect the building, equipment, supplies, and belongings of others.



7. Keep hands, feet, and objects to yourself.



8. Youth may be redirected, given a break, or removed from an activity when behavior becomes unsafe or disruptive.



9. Parents/guardians may be contacted when behavior concerns continue or require additional support.



10. Serious or repeated violations may result in a behavior plan, suspension, or dismissal from Skills Lab.



Staff will focus on accountability, reflection, restoration, and helping youth make better choices.



Our goal is not just correction — it is **accountability, reflection, restoration,** and **helping youth make better choices.**

LET'S GROW TOGETHER



DISCIPLINE & REMOVAL FROM PROGRAMMING

Skills Lab uses discipline to promote
ACCOUNTABILITY, SAFETY,
REFLECTION, and **BETTER CHOICES.**



Our goal is correction
and growth—
but safety comes first.



BE
RESPONSIBLE



BE
RESPECTFUL



BE
ENGAGED



BE
GROWTH-FOCUSED



OUR POLICY



ADDRESSING CONCERNS:

Staff will address behavior concerns as they occur and explain the expectation that was not met.



RESPONSES MAY INCLUDE:

Depending on the situation, youth may receive a verbal redirection, private conversation, break, activity removal, or parent/guardian contact.



REPEATED CONCERNS:

Repeated concerns may result in a behavior improvement plan or parent meeting.



SERIOUS BEHAVIOR:

Serious behavior may result in immediate suspension or removal from programming.



SERIOUS VIOLATIONS INCLUDE:

Fighting, weapons, drugs or prohibited substances, threats, bullying, harassment, intentional property damage, theft, or behavior that places others at risk.



REMOVAL FOR ONGOING BEHAVIOR:

Youth may also be removed for repeated refusal to follow staff directions or ongoing disruption of the learning environment.



IMMEDIATE PICK-UP:

Parents/guardians may be required to pick up their youth immediately when behavior creates a safety concern.



LENGTH OF SUSPENSION:

The length of a suspension will depend on the seriousness and circumstances of the incident.



RETURN & RE-ENTRY:

Before returning, Skills Lab may require a re-entry meeting with the youth and parent/guardian.



EXPECTATIONS OR AGREEMENT:

Continued enrollment may include specific expectations or a written behavior agreement.



PERMANENT DISMISSAL:

Skills Lab reserves the right to permanently dismiss a youth when continued participation is unsafe or significantly disrupts programming.



RESTORATIVE APPROACH:

When appropriate, staff will use restorative conversations and opportunities for youth to repair harm.



Your choices
shape your future.
We're here to help
you grow!





SAFETY EXPECTATIONS

A safe space. A shared responsibility. ♥



**NO WEAPONS.
NO DRUGS OR
ALCOHOL.
NO FIGHTING.**

These items and behaviors
are **never** allowed.



Follow all **staff instructions**, especially during emergencies, drills, trips, and hands-on activities.



Stay in **assigned program areas** unless given permission to leave.



No running, horseplay, climbing on furniture, or **unsafe physical behavior**.



Use tools, technology, equipment, and materials **only as instructed**.



Report injuries, unsafe conditions, bullying, threats, fighting, or concerning behavior to staff **immediately**.



Never leave the building or program area **without staff approval**.



Keep emergency exits, hallways, doors, and walkways **clear**.



Personal belongings should remain **secured** and should not create a **safety hazard**.



Youth must follow all transportation and field trip **safety rules**.



Staff may **stop any activity immediately** if they believe it is unsafe.



Parents/guardians will be **contacted** when a safety incident requires additional follow-up.



Serious safety violations may result in **removal** from an activity, **suspension**, or **dismissal** from Skills Lab.



EVERYONE HAS A ROLE IN KEEPING SKILLS LAB SAFE.
Speak up, follow directions, and look out for yourself and others. ♥



LET'S GROW TOGETHER

EMERGENCY PROCEDURES

Clear procedures help us protect youth, staff, and families during emergencies.



1. Staff and youth must follow emergency instructions immediately.



2. Skills Lab conducts emergency drills as needed, including fire, evacuation, lockdown, and severe weather procedures.



3. In an emergency, youth must remain calm, stay with their assigned group, and follow staff directions.



4. Emergency exits, hallways, and walkways must remain clear at all times.



5. Staff may initiate evacuation, shelter-in-place, or lockdown procedures when needed for safety.



6. In a medical or life-threatening emergency, staff may call 911 first and then contact the parent/guardian.



7. Parents/guardians will be notified as soon as possible when an emergency affects their youth.



8. Youth may only be released to an authorized parent/guardian or approved emergency contact when early dismissal or reunification is required.



9. Families should keep emergency contact information current at all times.



10. Skills Lab staff will take reasonable steps to protect youth until emergency conditions are resolved.



IMPORTANT:
Keep emergency contacts current.



Youth should never leave with anyone not authorized.



Preparation, communication, and calm action help keep everyone safe.



INCLEMENT WEATHER / EMERGENCY CLOSINGS



YOUTH SAFETY IS OUR TOP PRIORITY. We will always make decisions that keep our Skills Lab family safe.



HOW WE DECIDE

Closings or delays are based on weather conditions, road safety, public school closures, and guidance from local authorities.



HOW WE COMMUNICATE

Notifications will be shared as early as possible by text (if signed up), email, and social media (IG).



IF WE CLOSE

All Skills Lab programming is canceled for the day. Stay safe and we'll see you at the next scheduled session.



IF WE DELAY

If sessions are delayed, they will begin 2 hours later. Please do not arrive early. Stay tuned for updates.



EMERGENCIES

In the event of an emergency during program hours, youth will be kept safe and parents/guardians will be notified immediately.



STAY INFORMED

- ✓ Check messages before you leave home.
- ✓ Keep your contact information up to date.
- ✓ Make sure we have emergency contacts.



REMEMBER



Weather can change quickly. Stay alert.



Your safety matters. We've got you!



Let's look out for each other. We're a community.



SAFE YOUTH. STRONG FUTURES.
TOGETHER WE THRIVE.



Check your text alerts, email, and Instagram for the latest updates.



@upskilletc

UPSKILL ETC.

LET'S GROW TOGETHER

HEALTH, MEDICATION & MEDICAL EMERGENCIES

Helping keep every youth safe, supported, and ready to participate.



1. Parents/guardians must provide current medical, allergy, emergency contact, and health information.



2. Families must notify Skills Lab of any health condition that may affect participation or safety.



3. Medication should not be sent with youth unless necessary and authorized.



4. Prescription and over-the-counter medication must be clearly labeled and provided according to program procedures.



5. Inhalers, EpiPens, and other emergency medication must be discussed with staff and accompanied by required authorization.



6. Staff may provide basic first aid and respond according to emergency procedures.



7. In a medical emergency, staff may call 911 first and then contact the parent/guardian.



8. Parents/guardians may be required to pick up their youth if illness, injury, or a health concern limits participation.



9. If emergency medical treatment is needed, Skills Lab will take reasonable steps to protect the youth until a parent/guardian or emergency contact is reached.



10. Accurate information and quick communication help us respond safely and appropriately.



IMPORTANT:
Keep all medical, allergy, and emergency contact information up to date.



Emergency medication must follow program procedures.



Safety starts with *preparation, communication, and care.*

Let's Grow Together.



WELCOME TO SKILLS LAB



We're excited to partner with youth and families for a safe, engaging, and empowering experience.

TABLE OF CONTENTS

- 1 Welcome to Skills Lab
- 2 Program Schedule & Calendar
- 3 Membership Cost & Payment Policy
- 4 Cancellation, Withdrawal & Refund Policy
- 5 Scholarship Expectations, When Applicable
- 6 Major & Minor / Program Participation Expectations
- 7 Attendance & Punctuality
- 8 Drop-Off & Pick-Up
- 9 Authorized Pick-Up & Independent Release
- 10 Transportation Policy
- 11 Trips & Activities

- 12 Youth Behavior & Conduct
- 13 Discipline & Removal from Programming
- 14 Safety Expectations
- 15 Emergency Procedures
- 16 Inclement Weather / Emergency Closings
- 17 Health, Medication & Medical Emergencies
- 18 Illness / When to Stay Home
- 19 Therapy & Wellness Participation
- 20 Food & Snacks
- 21 Dress Expectations
- 22 Personal Belongings

- 23 Technology & Equipment
- 24 Photography, Video & Media
- 25 Confidentiality & Privacy
- 26 Mandated Reporting / Child Safety
- 27 Non-Discrimination & Inclusion
- 28 Parent Communication
- 29 Volunteer & Parent Engagement Opportunities
- 30 Youth Employment / Internship Opportunities
- 31 Parent Concerns, Complaints & Grievances
- 32 Contact Information
- 33 Acknowledgment of Handbook



Let's Grow Together.





THERAPY & WELLNESS PARTICIPATION



We support the whole you—mind, body, and future.

Skills Lab is committed to promoting mental wellness and providing access to supportive services.



*Strong minds.
Stronger futures.*



1. ACCESS TO WELLNESS SUPPORT

Youth have access to mental health resources, wellness workshops, and one-on-one support through trusted partners and staff.



2. THERAPY PARTICIPATION

Participation in therapy or counseling is encouraged but based on the youth's and parent/guardian's consent.



3. CONFIDENTIALITY

Personal conversations with counselors, therapists, or wellness staff are confidential within legal and ethical boundaries.



4. SAFETY FIRST

If a youth shares information that indicates a safety risk to themselves or others, mandated reporting laws will be followed.



5. PARENT/GUARDIAN INVOLVEMENT

Parents/guardians will be informed and involved in wellness services, except in situations where doing so would create harm.



6. WELLNESS EXPECTATIONS

Youth are expected to engage respectfully in all wellness activities and follow the same behavior standards as all program activities.



YOUR WELL-BEING MATTERS. WE'RE HERE TO HELP YOU GROW, HEAL & THRIVE.



LET'S GROW TOGETHER



FOOD & SNACKS



GOOD CHOICES. RESPECT OTHERS. **STAY SAFE.**



1. SNACKS PROVIDED.

Skills Lab may provide snacks and refreshments during scheduled program hours.



2. BRING YOUR OWN.

Youth may bring their own lunch and/or snacks.



3. LABEL YOUR FOOD.

All food brought from home should be packed in a bag or lunch container and **clearly labeled** with the youth's name.



4. NO PEANUT PRODUCTS.

No peanut or peanut-containing products are permitted on site.



5. ALLERGIES & RESTRICTIONS.

Youth should notify staff of any food allergies or dietary restrictions.



6. KEEP INFO UPDATED.

Parents/guardians are responsible for keeping allergy information accurate and up to date.



7. EAT IN APPROVED AREAS.

Food and drinks should only be consumed in approved areas.



8. KEEP IT AWAY.

No food or drinks near computers, technology, tools, or other equipment.



9. CLEAN UP.

Youth should clean up after themselves and throw away trash.



10. NO SHARING.

Sharing food is discouraged because of allergy and dietary concerns.



11. SPECIAL EVENTS.

Outside food may be limited during certain activities, trips, or special events.



12. PROHIBITED ITEMS.

Energy drinks, alcohol, tobacco, vaping products, drugs, or other prohibited substances are not allowed.



**WE ARE A
PEANUT-FREE
ENVIRONMENT.**

Thank you for helping
keep everyone safe!



STAFF MAY RESTRICT
food items that create a
safety, allergy, or
disruption concern.



BRING IT LABELED. | KEEP IT PEANUT-FREE. | EAT RESPONSIBLY. | KEEP OUR SPACE CLEAN.

Help keep everyone safe and our Skills Lab a great place to learn and grow!

DRESS EXPECTATIONS

LET'S GROW TOGETHER



DRESS WITH RESPECT.
SHOW YOU'RE READY TO GROW.



MINDSETS.
SKILLS.
FUTURES.
TOGETHER.



- 1. BE CLEAN, COMFORTABLE & READY.**
Youth should come clean, comfortable, and ready to participate.



- 2. APPROPRIATE FOR THE ENVIRONMENT.**
Clothing should be appropriate for a youth learning and professional development environment.



- 3. KEEP IT RESPECTFUL.**
Clothing with offensive, threatening, sexual, drug/alcohol, gang-related, or discriminatory messages or images is **not permitted**.



- 4. COVER UP.**
Undergarments should remain covered.



- 5. WEAR APPROPRIATE SHOES.**
Shoes must be appropriate for the day's activities. **Closed-toe shoes** may be required for certain labs, trips, or hands-on activities.



- 6. DRESS TO PARTICIPATE.**
Clothing should allow youth to participate safely in movement, projects, workshops, and activities.



- 7. ACCESSORIES & HEADWEAR.**
Hats, hoods, sunglasses, or other accessories may need to be removed when requested by staff for safety or identification.



- 8. SPECIAL OCCASIONS.**
Youth participating in special events, presentations, tours, interviews, or professional activities may be asked to follow a specific dress code.



- 9. STAFF MAY INTERVENE.**
Staff may ask a youth to adjust, cover, or change clothing that does not meet program expectations.



- 10. PARENT/GUARDIAN CONTACT.**
Parents/guardians may be contacted if appropriate clothing is needed.

**WHAT YOU WEAR
SHOWS RESPECT
FOR YOURSELF,
OTHERS AND
OUR COMMUNITY.**



Be yourself. Be comfortable. Be appropriate. Be ready to learn.

LET'S GROW TOGETHER



PERSONAL BELONGINGS

YOUR ITEMS. YOUR RESPONSIBILITY.
OUR COMMUNITY.



RESPECT
YOURSELF.
RESPECT
OTHERS.
RESPECT
OUR SPACE.



1. YOU ARE RESPONSIBLE.

Youth are responsible for keeping track of their phones, bags, clothing, money, jewelry, and other personal items.



2. LABEL YOUR ITEMS.

Clearly label important belongings whenever possible.



3. STORE IN DESIGNATED AREAS.

Keep personal items stored in designated areas during Skills Lab activities.



4. LEAVE VALUABLES AT HOME.

Do not bring large amounts of cash, expensive jewelry, or unnecessary valuables.



5. NOT RESPONSIBLE FOR ITEMS.

Skills Lab is not responsible for lost, stolen, or damaged personal belongings.



11. PROHIBITED ITEMS.

Prohibited or unsafe items may be confiscated and released only to a parent/guardian when appropriate.



6. RESPECT OTHERS' BELONGINGS.

Do not touch, borrow, hide, or take another person's belongings without permission.



7. SAFETY FIRST.

Personal items must not create a safety hazard or disrupt activities.



8. DEVICE USE.

Phones and electronic devices should only be used when permitted by staff.



9. REPORT LOST ITEMS.

Lost items should be reported to staff as soon as possible.



10. LOST & FOUND.

Items left behind may be placed in lost and found and disposed of or donated if not claimed within the designated timeframe.

BRING WHAT
YOU NEED.

KEEP IT SECURE.

RESPECT WHAT
BELONGS TO OTHERS.



When we take care of our belongings, we show respect and help our community thrive.



LET'S GROW TOGETHER



TECHNOLOGY & EQUIPMENT



RESPECT IT. PROTECT IT. USE IT TO **GROW**.



- 1. USE FOR SKILLS LAB ACTIVITIES ONLY.**
Use all computers, tablets, tools, equipment, and technology only for Skills Lab activities.



- 2. FOLLOW STAFF INSTRUCTIONS.**
Follow staff instructions before using any equipment.



- 3. HANDLE WITH CARE.**
Handle all technology and supplies carefully and respectfully.



- 4. GET APPROVAL FIRST.**
Do not download apps, programs, games, or files without staff approval.



- 5. DO NOT CHANGE SETTINGS.**
Do not change passwords, settings, backgrounds, accounts, or security features.



- 6. KEEP IT APPROPRIATE.**
No inappropriate websites, videos, messages, images, or content.



- 7. BE RESPECTFUL ONLINE.**
Cyberbullying, harassment, threats, hacking, or attempts to access restricted information are prohibited.



- 8. PERSONAL DEVICES.**
Personal devices should only be used when permitted by staff.



- 9. KEEP IT CLEAN.**
Food and drinks must be kept away from computers and equipment.



- 10. REPORT IMMEDIATELY.**
Report broken, damaged, lost, or malfunctioning equipment immediately.



- 11. RESPONSIBILITY MATTERS.**
Youth may be responsible for damage caused intentionally or through misuse.



- 12. PRIVILEGES CAN CHANGE.**
Technology privileges may be limited or removed for misuse.



OUR GOAL:
SAFE. SMART.
RESPONSIBLE.

Your choices online and offline
impact you and others.
Make them count!



USE IT RIGHT. TAKE CARE OF IT.
HELP KEEP SKILLS LAB TECHNOLOGY
AVAILABLE FOR EVERYONE.





PHOTO, VIDEO & MEDIA POLICY

We love capturing moments that celebrate youth growth, learning, and achievement!



PHOTOS & VIDEOS

Photos and videos may be taken during Skills Lab activities, events, and field trips for program highlights, celebration, and marketing purposes.



WHERE THEY MAY BE USED

Images may be used on our website, social media, presentations, newsletters, flyers, and other promotional materials.



RESPECT & PROTECTION

We respect the privacy and dignity of every youth. We do not share personal information with photos or videos.



OPT-OUT OPTION

If you do not want your youth to be photographed or recorded, please indicate this on your enrollment forms and inform staff in writing.



MEDIA BY PARENTS & GUESTS

We ask that parents and guests respect the privacy of other families and do not post photos or videos of other youth without permission.



THANK YOU FOR PARTNERING WITH US TO **CELEBRATE** –
AND **PROTECT** – OUR YOUTH.





CONFIDENTIALITY & PRIVACY POLICY

Your information is private. Your trust matters.



OUR COMMITMENT

We respect the privacy and dignity of every youth and family. Personal information shared with UpSkill Etc. will be kept confidential.



WHAT WE KEEP PRIVATE

- ✓ Personal and contact information
- ✓ Application and program records
- ✓ Assessments and progress
- ✓ Counseling, coaching and support services



WHO HAS ACCESS

Information is only shared with authorized staff and partners who need it to support your youth's participation and success in the program.



WE DO NOT

- ✓ Share personal information with others without your permission.
- ✓ Post or release private details about youth or families.
- ✓ Sell or use your information for any purpose outside of program services.



YOUR RIGHTS

- ✓ You may ask what information we have on file.
- ✓ You may request updates or corrections.
- ✓ You may ask questions about how your information is used.



YOUR PRIVACY. OUR PRIORITY.
LET'S GROW TOGETHER.

Questions? Please contact our team.



MANDATED REPORTING & CHILD SAFETY



Skills Lab is committed to **protecting** every youth in our care.



SEE SOMETHING. SAY SOMETHING.
PROTECT EVERY YOUTH.



1. IT'S THE LAW

Maryland law requires certain professionals, including educators and human service workers, to report suspected child abuse or neglect.

A report does NOT require proof before it is made.



2. REPORT IMMEDIATELY

When required, reports may be made to the local Department of Social Services or law enforcement. Immediate threats or emergencies may require staff to contact **911**.



3. NO PROMISES

Staff will not promise confidentiality when a youth shares information that raises a serious safety or abuse concern.



4. INFORMATION SHARING

Information will only be shared with individuals who need it to respond appropriately and protect the youth.



5. PARENT/GUARDIAN NOTIFICATION

Parents/guardians may be contacted when appropriate, unless doing so could interfere with a required report or create additional risk.



6. YOUTH VOICE MATTERS

Youth are encouraged to tell a trusted staff member if they feel unsafe, threatened, harmed, or concerned about another youth. We are here to listen and help.



7. NO RETALIATION

Retaliation against a youth for reporting a safety concern is not permitted. We support and respect youth who speak up.



8. COOPERATION

Skills Lab staff will cooperate with authorized child-protection or law-enforcement investigations when required.



WHEN SOMETHING DOES NOT FEEL SAFE, SPEAK UP.
PROTECTING YOUTH COMES FIRST.



*We all play a role
in keeping youth safe!*



NON-DISCRIMINATION & INCLUSION

Skills Lab is committed to creating a safe, welcoming, and respectful environment for every youth and family.



1 Youth will be treated fairly and with dignity.



2 Discrimination, harassment, bullying, or exclusion based on a person's race, color, national origin, sex, disability, religion, age, or other protected status is not permitted.



3 Youth are expected to respect differences in backgrounds, identities, abilities, experiences, and perspectives.



4 Staff will work to provide reasonable support and accommodations when appropriate.



5 Concerns about discrimination or unfair treatment should be reported to Skills Lab staff or program leadership.



6 Retaliation against anyone who raises a good-faith concern is not permitted.



7 Skills Lab may take corrective or disciplinary action when conduct conflicts with these expectations.



8 Inclusion does not mean everyone is the same—it means everyone is treated with respect, fairness, and opportunity.



EVERYONE BELONGS HERE.



DIFFERENT BACKGROUNDS. SHARED RESPECT. EQUAL OPPORTUNITY TO GROW.



PARENT COMMUNICATION

STAY CONNECTED. STAY INFORMED. LET'S GROW TOGETHER.



Parents/guardians are expected to keep **current phone numbers, email addresses, and emergency contacts** on file.



Staff may contact parents/guardians regarding **attendance, behavior, safety, academic or participation concerns**, or other matters affecting the youth's experience.



Skills Lab may communicate through **phone, text, email**, or the member app/platform.



Emergency concerns may require **immediate** parent/guardian **contact**.



Parents should review program messages regularly for schedule changes, reminders, forms, trips, and **important updates**.



Parents should notify Skills Lab of any **important information** that may affect participation or safety.



Notify Skills Lab promptly of **absences, late arrivals, early pick-ups**, or changes in transportation plans.



Respectful, timely communication is expected from both families and staff.



Parents/guardians should **contact staff** directly with questions or concerns rather than relying on youth to relay important information.



Confidential information will only be shared as needed to support the youth and program operations.



Thank you for being an important part of the Skills Lab family!



STRONG COMMUNICATION BETWEEN FAMILIES AND SKILLS LAB
helps us support each youth consistently and effectively.



LET'S GROW TOGETHER

VOLUNTEER & PARENT ENGAGEMENT OPPORTUNITIES



Families are an important part of the **Skills Lab** community.



Volunteers working directly with youth may be required to complete **background checks, orientation, confidentiality requirements, and other safety screening** before participating.



Volunteer opportunities are based on program needs and **do not guarantee ongoing placement.**



1. Trip chaperoning



2. Career talks & guest speaking



3. Skills demonstrations



4. Mentoring & youth encouragement



5. Special events & celebrations



6. Program setup & event support



7. College & career exposure activities



8. Sharing professional connections or resources



9. Donations, sponsorships, or in-kind support



10. Parent advisory or feedback opportunities



Your time, talent, and connections can **help** our youth **grow.**





YOUTH EMPLOYMENT & INTERNSHIP OPPORTUNITIES



Skills Lab helps youth prepare for and connect to **employment**, **internships**, **summer jobs**, and work-based learning opportunities.



1



ACTIVE PARTICIPATION REQUIRED:

Youth must be an active Skills Lab participant for **at least 6 months** before being considered for employment or internship opportunities.

2



TYPES OF OPPORTUNITIES:

Opportunities may include YouthWorks, internships, summer employment, employer partners, and work-based learning.

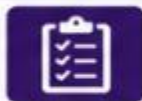
3



LEADERSHIP MATTERS:

Youth should demonstrate responsibility, initiative, teamwork, communication, and positive decision-making.

4



MEET REQUIREMENTS:

Youth must meet all age, eligibility, application, and employer requirements for each opportunity.

5



APPLICATIONS & DEADLINES:

Youth are responsible for completing applications and required documents by the deadline.

6



STAFF SUPPORT:

Staff may assist with résumés, applications, interviews, and workplace readiness.

7



REFERRAL BASED ON READINESS:

Referrals are based on readiness, leadership, participation, available opportunities, and employer requirements.

8



NOT GUARANTEED:

Being referred or interviewed does not guarantee employment or placement.

9



ADDITIONAL REQUIREMENTS MAY APPLY:

Some opportunities may require interviews, background checks, work permits, identification, or other documentation.

10



WORKPLACE EXPECTATIONS:

Once placed, youth must follow all employer attendance, conduct, dress, and safety expectations.

11



PAID OR UNPAID:

Employment opportunities may be paid or unpaid, depending on the program or experience.

12



PARENT/GUARDIAN INVOLVEMENT:

Parents/guardians may be required to complete forms or provide consent for youth under age 18.

BE READY. BE LEADERS.

SHOW UP.
STAND OUT.
GO FAR!

- ✓ BE ENGAGED IN SKILLS LAB
- ✓ BE RESPONSIBLE
- ✓ BE COACHABLE
- ✓ BE A LEADER

PARTICIPATION GETS YOU PREPARED.
LEADERSHIP HELPS OPEN THE DOOR.



BUILD SKILLS.
GAIN EXPERIENCE.



GET PREPARED.
MAKE AN IMPACT.



CREATE OPPORTUNITIES.
BUILD YOUR FUTURE.



YOUR FUTURE STARTS
WITH THE CHOICES YOU MAKE TODAY.



PARENT CONCERNS, COMPLAINTS & GRIEVANCES



Skills Lab wants families to feel comfortable raising questions, concerns, or complaints. **We are here to listen and help.**



1



START WITH STAFF

Parents/guardians should first contact the appropriate Skills Lab staff member to discuss the concern.

2



SHARE PROMPTLY & RESPECTFULLY

Concerns should be shared respectfully and as soon as possible so they can be addressed quickly.

3



LISTEN & WORK TOWARD A SOLUTION

Staff will listen, review the concern, and work with the family toward a reasonable resolution.

4



ESCALATE IF NEEDED

If the concern is not resolved, the parent/guardian may request review by program leadership.

5



WRITTEN REQUEST (IF NEEDED)

Families may be asked to submit concerns in writing when additional review or documentation is needed.

6



REVIEW & INFORMATION GATHERING

Skills Lab may speak with staff, youth, or others involved to better understand the situation.

7



CONFIDENTIALITY

Information will be handled as privately as possible while allowing the concern to be reviewed appropriately.

8



SERIOUS CONCERNS – ESCALATE IMMEDIATELY

Complaints involving safety, discrimination, harassment, staff conduct, or serious program concerns may be escalated immediately.

9



NO RETALIATION

Retaliation is not permitted against a youth or family for raising a good-faith concern or complaint.

10



OUTCOME & NEXT STEPS

Families will be informed of the outcome or next steps when appropriate.

11



CONCERNS ABOUT ANOTHER YOUTH

Concerns about another youth should be brought to staff rather than addressed directly.

12



PROGRAM ACTION

Skills Lab reserves the right to take action necessary to protect youth, staff, and the program community.

HOW TO GET STARTED



TALK TO US

Contact the staff member who works with your youth.



EMAIL US

info@upskilletc.com
(We will respond within 2 business days.)



CALL US

443-208-5483
Monday – Friday
9:00 AM – 5:00 PM



MESSAGE US

@upskilletc
(DM us on Instagram)

*Speak up. Be respectful.
Let's work together
toward a solution.*



WE'RE HERE FOR YOU.
WE'RE BETTER TOGETHER.



YOUR VOICE MATTERS.
TOGETHER WE GROW.



RESPECT. COMMUNICATION.
SOLUTIONS.

UPSKILL ETC.
LET'S GROW TOGETHER.

UPSKILL ETC.

ECONOMIC MOBILITY & WORKFORCE STUDIO

PEOPLE | SKILLS | OPPORTUNITY | BRIGHTER TOMORROWS

CONTACT US

QUESTIONS | PARTNERSHIPS | GET IN TOUCH!



PHONE

443-208-5483



MEMBER SERVICES

info@upskilletc.com



ADDRESS

6647 Belair Road
Baltimore, MD 21206



WEBSITE

www.upskilletc.com



SOCIAL MEDIA

@upskilletc



Let's Grow Together.

LEARN
EXPLORE
LEAD
GROW
BELONG



PEOPLE. POSSIBILITIES. BRIGHTER TOMORROWS.





ACKNOWLEDGMENT OF HANDBOOK

SAME
JOURNEY.
BRIGHTER
FUTURES.



INFORMED
ENGAGED
SUPPORTIVE
STRONGER TOGETHER.

YOUTH.
FAMILIES.
COMMUNITY.
OPPORTUNITY
FOR ALL.



GROW
SKILLS



BUILD
CONFIDENCE



CREATE
OPPORTUNITY



STRENGTHEN
COMMUNITIES

By signing this acknowledgment, the parent/guardian and youth confirm that they have received and reviewed the Skills Lab Parent & Youth Handbook.



UNDERSTAND POLICIES

We understand the program's policies, expectations, and procedures.



COOPERATE WITH PROGRAM RULES

We understand that participation in Skills Lab requires cooperation with program rules and staff instructions.



PROGRAM COMMITMENT

We understand the 90-day program commitment, payment requirements, and scholarship expectations when applicable.



ATTENDANCE & SAFETY

We understand attendance, behavior, safety, transportation, technology, trip, and participation expectations.



CONSEQUENCES

We understand that serious or repeated violations may result in suspension or removal from programming.



POLICY UPDATES

We understand that policies may be updated when necessary and families will be notified of significant changes.



NO WAIVER OF RIGHTS

We understand that signing this acknowledgment does not waive any legal rights.



ASK QUESTIONS

We agree to contact Skills Lab staff if we have questions or need clarification about any handbook policy.

Parent/Guardian Name (Print)

Parent/Guardian Signature

Date

Youth Name (Print)

Youth Signature

Date
