

Sylvan Factory

Youth Gaming: Summer Program

Information and Policy Handbook

This handbook includes important information about Sylvan Factory's summer youth program event policies and procedures. If you have any questions regarding these policies, please contact us.

Sylvan Factory

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Program Information

Activity Schedule

Most days we will follow a schedule similar to the one below though exact mixing of program activities will vary.

12:15 - 12:30 Drop off

12:30 - 12:45 Welcome

12:45 - 2:00 Program Activities

2:00 - 2:15 Snack and Break

2:15 - 4:00 Program Activities

4:00 - 4:15 Pick Up

Child Release

Anyone (including parents) picking up a child must be authorized to do so on the emergency and release contacts section of the child's health paperwork. Anyone picking up a child will be asked to show a photo ID to the staff member present, even if you dropped off your child or have attended a previous program. Please bring a driver's license or other photo ID. Any changes or modifications to a child's release list must be made in writing. In order to ensure child safety, any photo ID must have the adult's name in English.

Tip: You may also email yourself or save a picture of your Photo ID in your phone as a backup.

PLEASE NOTE: In order to pick up a child an adult must:

- Be listed on the child's pickup list
- Present a Photo ID

We will not release a child to any adult who doesn't meet both of these conditions. We will not make exceptions to this policy.

Self Sign Out

If you would like to allow your child to sign themselves out of the program you may indicate this on your child's health paperwork or submit this request in writing.

Once your child is signed out, Sylvan Factory does not take responsibility for their supervision beyond the program hours or once they have left the store. They are welcome to participate in Sylvan Factory events as normal under our store policies and procedures.

Drop-Off & Pick Up

Drop-Off

Drop-off begins at 12:15 pm. On Monday please arrive having completed your child's health paperwork or come prepared to spend 10-15 minutes filling it out onsite. No child can be left at the program without paperwork completed

by a legal guardian. If a legal guardian is not able to be present, please complete the health paperwork in advance.

Pick-Up

Pick-up runs from 4:00-4:15 pm. All pick-ups must be completed by an adult on the contact list who presents a photo ID.

Late Drop-Off Or Early Pick-Up

If you have to drop off late or pick up early, please inform staff. In the event of repeated late pick ups, we reserve the right to charge a late pickup fee.

Family Communication

Program staff will make every effort to verbally check-in with whomever is dropping off and picking up your child each day. Please plan on spending a minute or two talking with our staff when you arrive. Staff may call a child's family in the following cases:

- The child spends more than one hour resting because they are feeling sick.
- The child has been injured anywhere above the neck.
- The child needs care from a doctor or medical facility.
- A behavior issue occurs and we need assistance to support the child in appropriate behavior choices

Throughout the summer, families may be emailed a link to a program evaluation survey. We ask that parents (with their children when appropriate) complete the evaluation. Input from children and their families is essential in helping us maintain our program quality and improve our program and policies.

Lost And Found

It is a child's responsibility to keep track of all of their belongings while at Sylvan Factory. To support their child's success in this area, we encourage families to label all belongings with a child's first and last name and send all items in a bag or backpack. If you notice that you have lost something, please contact us right away and we will try our best to locate the items.

Games, TCG Cards, and Other Gaming Items

Participants will not be utilizing their own board games, TCG cards like Magic the Gathering, or other games during the majority of the program. Children are welcome to bring these with them but will be asked to keep them put away except when given instruction otherwise. Participants are welcome to use their own dice, rolling trays, playmats, tokens/counters, etc. Participants are responsible for keeping track of their own possessions.

PLEASE NOTE: Any cards or other items that are mistakenly lost or mixed up with program materials or other children's possessions may not be returned. If you or your child would prefer not to take this risk, it is recommended they either leave their items at home or keep them stored in a backpack or similar.

Not Allowed At The Program

Music players, tablets, electronic games, cameras, or other electronic devices are not allowed. Cellphones are allowed only in cases of children needing to be in contact with parents and should be left in backpacks otherwise. Please do not bring knives and weapons of any kind, or anything you can't afford to lose. Sylvan Factory is not responsible for lost or stolen items. Prohibited items will be held by program staff until the end of the day and must be picked up by a parent or guardian.

The Sylvan Factory Store

Children will not be provided opportunities to visit the Sylvan Factory store during program hours. This includes: making purchases, pricing cards, pulling cards, or inquiring about merchandise with store staff. Participants will be expected to stay out of the space designated for the store at the front of the building unless given permission otherwise. The only exception is during snack time when children may, if desired, purchase snacks with cash or gift card only.

We invite you and your children to come early or stay later to see the exciting items in our store or to attend any of our evening or weekend events.

Water Bottles & Snacks

Please provide your child with lunch prior to the beginning of the program. You may wish to send a refillable water bottle with them, there is a bottle refill station in the store. We will provide one small snack during the program, and children are allowed to bring their own snacks. Snack and ingredients lists are provided upon request.

What To Wear

Our program does not have a formal dress code for children, but we encourage children to wear clothing that will allow them to sit and play games comfortably.

Child Health And Safety

Child to Staff Ratio

Our minimum child-to-staff ratio is 10:1, though during most periods we will utilize a 6:1 ratio or lower.

Contagious Conditions

For the safety of our children, staff, and visitors, we ask that children with contagious conditions (Lice, COVID 19, RSV, chicken pox, strep throat, pink eye etc.) do not attend the program until the condition has been adequately treated. If you find that your child comes down with a contagious condition during their week at Sylvan Factory, please notify the program director immediately.

Food Allergies

Our programs are committed to ensuring the health, safety, and well-being of all children. All details of a child's food allergy must be disclosed on their health paperwork prior to their first week.

Medication

Medication must be given to staff at sign in on their first day. Emergency rescue medication (such as inhalers, Benadryl, EpiPen®, etc.) will remain near your child. **All prescription medications must be in the original prescription bottle with the child's name on the label**, and by state law, dispensed according to the directions on the label. If the doctor has changed the dosage or directions for administration, submit a signed letter from your physician with the new directions. This letter must include the child's full name, dosage amount and delivery method(s). Staff will document the administration of medication on a Medication Authorization Form for all children requiring medication in our program (including emergency rescue medication). Please be sure that medication you are providing does not expire before a child's last day in the program. Children are not permitted to carry their own medication. All remaining medications will be returned to a child's family at sign out on their last day of the program.

PLEASE NOTE: If your child has a potentially life-threatening medical condition, we ask that you contact our program director prior to your child's first day in the program.

Required Forms

Every child is required to have a completed health and release paperwork **prior to their first day of the program**. This form includes important health information as well as release information and medication authorizations.

PLEASE NOTE: If your child has a potentially life-threatening medical condition, we ask that you contact the program director directly prior to your child's first week.

We ask families to be honest on the health forms about their child's physical, mental, and emotional well-being and anything else our staff should know to help children succeed in our program. One of our staff may contact you to discuss how we can adapt the program to provide a safe and successful environment for all our children.

Child privacy is of utmost importance to us. All health information is considered confidential and we will only share such information with staff who will be working directly with your child.

PLEASE NOTE: Children will not be allowed to be left with the program unless these forms are completed in their entirety by a legal guardian.

Submission

We utilize Google Forms to collect our participant information. Google Forms uses industry standard encryption and

security to protect information within and only staff working with your child are given access to the information.

If you would prefer to submit your child's information in an alternate way, you may instead complete a fillable PDF and email it to us, or bring it to the store the first day attending the program.

PLEASE NOTE: If you do not submit the health paperwork at least three business days prior to the start of the program, we may be unable to provide adequate support or accommodations for health and behavior needs. For your child's success, please contact the program to discuss this information if you are unable to submit your forms electronically.

Neurodiversity Support

We would like to work with you as collaborative partners to create an environment where your child can participate successfully in our programs. One of the best ways you can set our staff and your child up to succeed is to provide detailed information regarding their health and neurodiversity support needs.

A child does not need to have a diagnosed condition to benefit from the completion of the neurodiversity support questions. All children succeed best when the people around them know what helps them to succeed, so we invite all families to complete these questions regardless of the presence of a medical diagnosis.

Unknown Reaction

In the event that a child has a severe and previously unknown reaction to a bee sting or similar incident, our staff cannot administer emergency medication (such as Benadryl or an EpiPen®) without medication and permission provided by a child's family. In the event that an unknown reaction occurs, staff will:

1. Follow emergency first-aid protocol and closely monitor the child.
2. Contact the family to notify them of the situation.
3. For less-severe reactions, a child's family will be given the following choices: 1) staff can call 911 and await attention of an EMT. 2) The legally responsible family member may come to the store and administer Benadryl or other emergency medication, or take the child to the Emergency Room. A family member may be required to present ID upon arrival.
4. Should the severity of the reaction necessitate an ambulance, staff will call an ambulance immediately and then contact the child's family.
5. In the event that a child's designated family members cannot be reached, staff will take all actions it deems necessary to facilitate the child's safety.

POLICIES

Accessibility Policy

In accordance with our program philosophy and the Americans with Disabilities Act (A.D.A.), Sylvan Factory will provide,

upon request, reasonable accommodations for individuals with disabilities. If Sylvan Factory can demonstrate that requested accommodations would fundamentally alter the nature of its service, program, or activity we are not required to make the accommodations, though we will do our best to try. Sylvan Factory may restrict attendance or deny attendance if an individual's disability causes or potentially causes a direct threat to the health and safety of others.

If you anticipate that you or your child will need reasonable accommodations for a disability **we require that requests are made in writing at least two weeks in advance of your child's camp.**

We are also committed to making reasonable accommodations for children with allergies and special behavioral, emotional, or medical needs. Please note all of this information on your child's health paperwork and contact us with any questions or to discuss how we can best support your child's needs.

Cancellation Policy

If you need to cancel one, or all, of the summer events you signed up for, please email sophie.swihart@sylvanfactory.com. If you need a refund, you must email us at least two weeks prior to the first (or only) event(s) you signed up for.

Behavior Policy

Disruptive behavior can include, but is not limited to, bullying, threatening words or actions that are intended to provoke fear, repeated refusal to work cohesively with the group, and destruction of property. To manage disruptive behavior, the following actions will be taken:

1. Staff will immediately stop any physical (hitting/kicking) or emotional (name calling or teasing) damage being done before moving to the next step.
2. Staff will redirect the child's behavior by providing positive choices.
3. Staff will discuss the problem with the child and provide support.
4. Staff will help the child identify and choose a potential solution and provide support where needed.
5. If a child needs to decompress or issues continue, staff may ask the child to take a break from the group's activities and then talk with them to process what happened.
6. Staff will make efforts to contact the child's parents/guardians by phone or at pick-up, explain what happened and how the issue was handled. Staff may seek guardian advice on successful strategies in managing their child's behavior.

Sylvan Factory reserves the right to remove a child from a program for any unsafe or inappropriate behavior including: failure to stay with the group, bullying, violence, sexual harassment, endangering the safety of any child or staff member, any type of discrimination, destruction of property, theft, verbal abuse, or possession of any type of weapon. Incidents will be handled on a case by case basis. No refunds for any program fees paid will be issued in the event that a child is asked to leave a program for unsafe or inappropriate behavior

Emergency or Inclement Weather Closures

In the unlikely event that we are forced to cancel the program due to emergency or inclement weather, families will be contacted via the emails listed on their child's registration information.

Food Service

Before snack, participants and staff will be required to wash their hands. Snacks will be served in individually packaged servings and distributed by staff to help avoid contamination or allergens.

Snacks From Home

Your child is welcome to bring snacks from home but must follow the food service guidelines including washing hands and following all allergen guidelines.

Food Allergy Policy

All details of a child's food allergy must be disclosed on their health paperwork. If your child has a potentially life-threatening airborne or contact allergy, we ask that you contact our program director prior to your child's first day at camp.

Contact Allergy

When our camp has been notified of a child with a contact allergy to a food allergen, we require that all children and staff also wash hands after snack.

Mandatory Reporting

All staff are mandated by Michigan law, Act. No. 238 governing all schools and childcare programs, to report any suspected abuse or neglect of children in their care.

Staff

We perform background checks on all individuals 18 years and older who are involved with the program.

Social Media And Internet Communication

Staff are instructed not to exchange contact information with or "friend" or "follow" children on social media apps and sites. Once a child leaves the program, Sylvan Factory is not responsible for interactions between children and staff.

Technology

Children are not permitted to have cell phones, tablets, music players, or any other electronic devices. All devices should be left in bags at all times. If for any reason you need to contact your child during the program, you may call the Sylvan Factory phone line

Waitlist

If a program session is full, you may submit the registration request for that week as normal and you will be added to our waitlist. If a space opens we will contact participants with the opportunity to claim the spot on a first come first served basis.