

Independence School District's  
Before and After School Services



# Latitude

***2018-2019***

## **Family Handbook**

(Supplement to Middle School Handbook)



<http://twitter.com/ISDYouthDev>

## Important Phone Numbers

Latitude Youth Specialist	521-5537
Customer Service (Account Questions & Information)	521-5307
Account Payments	521-5310
Jennifer Walker, Director of Youth Development	521-5300
Erica Smith, Assistant Director of Youth Development	521-5300
ISD Nutrition Services	521-5371

## Snow Days

**NEW: Beginning with the 2018-2019 school year Latitude will now offer snow day services at Sycamore Hills, Latitude's combined site location.** Reservations are not possible for snow days; therefore accounts will be billed from sign-in sheets for students actually in attendance on the inclement weather days. If ISD cancels school, you will receive an automated call from the district to the number linked to your child's school account. Please listen to the complete message. It will state that either:

**\*Kids' Safari and Early Education will be open at their combined site locations.**

or

**\*Kids' Safari and Early Education will be closed.**

\*Latitude is included with Kids' Safari.

## Hours

Latitude is an after school only program and will be held at Bridger. For your convenience professional development days and full day service options are listed above. Full day service hours are 6:30 am to 6:00 pm. **Please note that we must have a minimum of 12 students enrolled to provide services.** When a program does not have at least 12 students the program will not open and a waiting list will be offered until 12 students are enrolled.

## Welcome To Latitude

Welcome to the 2018-2019 school year Latitude Program! Latitude is a place where we provide different club choices and enrichment activities after school. Our staff is dedicated to offer students a fun, enriching and positive place to be after school.

As a Latitude member, students have the opportunity to explore individual interests and connect with friends through a variety of choices! We strive to offer activities that enhance on what students acquire during the academic day. Student and parent feedback is welcome and incorporated into the planning of activities and clubs.

Please take a moment to read the information in this handbook. It provides you important information on our policies and procedures. At all times your feedback, ideas and involvement are welcome. If at any time we can be of assistance to you and your family, please do not hesitate to contact your building principal, Latitude Youth Specialist or Youth Development Office.

We look forward to partnering with you and your student to provide a high quality after-school experience. Your active support and informed participation is the key to the academic and social success of your student.

### **Our Mission:**

We strive to provide an after school experience that ensure that students will achieve the skills and self-confidence to be successful in an ever-changing world.

### **Our Goals:**

- Strengthen relationships between schools and families.
- Support the school day learning through hands-on enrichment activities.
- Provide fun, safe, and enriching environments for students.

### **Core Beliefs:**

- Students and Families First
- Treat Everyone as You want to be Treated
- Be Better than Good
- Enrich, Engage, Explore
- Open Minds by having an Open Mind
- Be Positive, Smile and have Fun

## **Student Arrival, Departure and Release of Students**

**To ensure the safety of students and staff, school doors will be locked during program hours. Parents/visitors are required to show a photo ID and be buzzed in each time they enter the school.**

A parent/guardian, legal custodian or individual (at least 18 years of age and pre-approved by the parent/guardian or legal custodian) must sign the student in and out of the program. The student will be released only to the parent/guardian or person listed on emergency card. All individuals picking up a student will be required to show a photo ID.

No student is permitted to leave the Latitude program with anyone except their parent/guardian or a person designated on the emergency card by his or her parent/guardian. Families are asked to help staff maintain an accurate record of individuals authorized to pick up your student. Staff must be notified by parent/guardian, in advance, of any changes in authorized pick-up. **Failure to sign students in and out on a daily basis can result in cancellation of services.**

## **Attendance**

- Consistent attendance is essential and student's attendance will be monitored and recorded daily.
- We require 85% daily attendance. **Failure to attend 85% of the time will jeopardize funding assistance you might be receiving, including DSS from the state and will result in cancellation from our program.**
- Families are required to contact the Latitude Youth Specialist to report an absence due to illness or emergency.
- Please note that the full weekly fee is expected regardless of absences or illness.
- Students are to be supervised at all times and at no time will students be left unattended.
- Appropriate program ratios will be maintained as required by state licensing. Latitude ratio is one adult to 12 students.

## Emergency Contact

All Parents/Guardians are to provide at least three emergency contacts and authorized pick-up information. Please notify your Youth Specialist when you move, change telephone numbers, cell phone numbers, hours of employment, employer or emergency contacts. Emergency contacts are essential. If your child has an accident or becomes ill at Latitude. In the event we are unable to reach you we will begin calling those individuals listed on your child's emergency card. Only the legal guardian has permission to make changes on emergency card or enrollment information. Failure to keep contact information updated may result in a cancellation of services.

## Field Trips

As a part of the Latitude program, there are occasional enrichment trips requiring bus transportation. Latitude staff supervise all field trips. When parents enroll their student in middle school, they will be asked to sign permission for all field trips on a yearly basis on the student data sheet. This permission will authorize all Latitude field trips. **Parents who attend any field trip during the 2018-2019 school year must have a cleared background check "on file" (not just in process) through the Independence School District's Central Office.** We provide this service at no cost to parents, but completion of the process often takes 4-6 weeks so please plan ahead to avoid missing a field trip. Once completed, this process does not have to be redone annually. Forms can be obtained by calling the school.

To ensure the quality of the field trip and student safety, in an extreme situation, a student choosing not to control their behavior may not be allowed to go on a field trip. Students on field trips are expected to be at their very best behavior. Bus transportation is provided by the Independence School District's Transportation Department.

## Clothing

The Latitude dress code is the same as it is for the school day at your middle school building. Please refer to your school's Student Handbook for complete information regarding appropriate school clothing.

## **Family Involvement**

The key to any successful program is family involvement, so we encourage you to become involved. We understand the time restraints on families and we are committed to family involvement through a variety of means. You might consider a parent advisory group, volunteering to share your special talents, reading to children, or to simply actively communicate with our staff. We encourage parents/guardians to accompany children on field trips, share special talents and cultural activities, serve on committees and assist with special events.

## **Volunteers**

### **General Volunteer Guidelines for all Programs:**

- Completed and cleared a state background check.
- All classroom volunteers must sign-in at the school or Latitude office and obtain a visitor badge.
- Name tags must be worn in the building at all times.
- The Board of Education has approved all district buildings and outdoor areas as smoke-free sites. No smoking on school grounds or in front of children.
- Beverage containers are not to be brought into the building.
- Volunteers are not counted into staff ratios and will not be left alone with students.
- Adults serve as a role model for children. Please dress appropriately and use appropriate language and conversations.

## **Confidentiality**

All Independence School District employees are required to comply with the Family Education Right to Privacy Act. This insures all students' and families' confidentiality of information regarding the student and his or her educational records. Information will only be shared on a "need to know" basis to employees and other school officials as well as authorized federal and state agencies and authorities as defined by the law. The law prohibits disclosing of specific information to non-employees or employees without a "need to know" unless appropriate consent is acquired from the parent or legal guardian.

## **Student Behavior & Public Display of Affection**

The goal of the Independence School District Latitude program is to help children function as a caring community of learners. Our Latitude goal is to help each child learn to make good choices, and to take responsibility for his/her actions. All Latitude programs adhere to the philosophy and rules of their middle school. Please refer to your Middle School's Student Handbook for additional information. Latitude behavior expectations are the same as the school day. Inability to follow these expectations may include principal referral, or withdrawal from the program depending on the frequency and severity of the offense.

Latitude follows the middle school building policy regarding public display of affection. Latitude will enforce the "No Touch" policy under all circumstances. Students will not hug, kiss, hold hands, push, punch, pinch, etc. anyone at any time—even done in a fun or playful manner. Consequences may include principal referral, or withdrawal from the program.

## **Personal Belongings**

Students should not bring items to school that are not part of the Latitude program, unless specifically requested by the staff. Students are not to bring cell phones, camera phones, PDA's, electronic games, toys, radios, CD Players, I-pods, games, skateboards, trading cards or collectibles unless they have permission from the Latitude Supervisor. Student cell phone use in the building is prohibited. Student cell phones must be turned off. They must be left in your backpack until you prepare to leave the school building. Students who are caught using their cell phones other than pick-up time, will have their phones confiscated by Latitude staff. Cell phones will only be returned to a parent or guardian. Any personal property brought to school for any reason is the responsibility of the student who brings it. The program is not responsible for any loss or damages to personal items that are brought to school.

## Injury and Accidents

All Latitude programs have first aid supplies available both inside and outside the classroom. **Minor accidents are assessed and if appropriate can be handled by staff and are documented on an Incident Notice.** Incident Notices are completed by appropriate adults and shared with Principal before the end of the working day. In the event that there is a serious emergency, (i.e., life-threatening accident, allergic reaction, head injury, etc.) 911 will be called and the child will be taken to the hospital by an emergency vehicle for treatment. Parents/guardians will be called immediately.

If a student is injured in an incident during a Latitude activity, report the accident to the Latitude Youth Specialist and/or Principal or Central Office Youth Development department immediately to obtain insurance claim filing instructions and form. Missouri schools are not required to buy insurance or pay student medical expenses associated with school injuries. The school policy will not provide 100% reimbursement for all medical expenses incurred. The plan has limitations and benefits. The school cannot assume responsibility for payment of medical expenses that are not covered by the accident insurance policy.

The school insurance policy is not intended to replace family or group health insurance policies. If you have other insurance, you must first file a claim with your other insurance carrier, HMO or PPO, and obtain benefits from your primary source of coverage. If you do not use your HMO/PPO network, the school policy benefits will be reduced by 50%. Parents must assume financial responsibility for paying expenses not covered by the limited accident policy covered by the school.

## Immunizations

Missouri Revised Statutes regarding immunization exemption information. Chapter 210, Section 210.003.1 allows parents to ask their child's school if there are children who are attending with immunization exemptions. This information is available upon request from the school nurse. Specific information, such as student names will not be available due to privacy protections. Please contact your school nurse if you have questions.



## Medication

All medication (including inhalers for asthma) that a student must take while at the Latitude program must be delivered to the Youth Specialist by a parent/guardian. The parent/guardian must complete a Medication Consent Form. Please Note: medication cannot be shared between the school nurse and the Latitude program. Latitude must be supplied separate medication (including inhalers for asthma). Medication must be in a current pharmacy labeled container with: student's name, date, name of the medication, quantity, frequency, dosage, route of administration and physician's name.

All over the counter ("OTC") medication must be delivered to the Youth Specialist in the **original** labeled container by a parent or guardian. OTC medication must either be accompanied by a written physician order that includes the student's name, date, doctor's name, medication name, quantity, frequency, dosage and route of administration, **or** the OTC medication must be one for which a Standing Order exists. In either case, a parent/guardian, (or adult designated in writing by a parent or guardian) must complete and sign a Medication Consent Form before any medication will be administered. Standing Orders exist for the following:

- Tylenol/acetaminophen
- Motrin/Advil/Ibuprofen
- Chewable Antacids
- Sunscreen
- Antibiotic Ointment

Disposal of medicines will be made by school nurses per recommendations of Food and Drug Administration personnel. The nurse will destroy any medicine not picked up by a parent/guardian within five (5) days of notification or discontinuation of use.

## Child Abuse and Neglect

(Missouri Public Laws, Section 210.109 to 210.183) (RS MO 1994)  
When school officials, including teachers, school nurses and principals, and other persons with the responsibility for the care of students have reasonable cause to believe that a student has been or may be subjected to abuse or neglect, he or she is required by law to report such suspicions to the Missouri Division of Family and Children's Services immediately.

"ABUSE" - Any physical injury, sexual abuse or emotional abuse inflicted on a child other than by accidental means by those responsible for his care, custody, and control except that discipline, including spanking, administered in a reasonable manner, shall not be construed to be abuse. "NEGLECT" - Failure to provide, by those responsible for the care, custody and control of the child, the proper or necessary support, education as required by law, nutrition or medical, surgical, or any other care necessary for his well-being. Training sessions sponsored by Division of Family Services have indicated the partial list of observable behaviors listed below may be considered forms of child abuse and neglect. If teachers observe these behaviors or treatment of a child, they have been instructed to report.

**Physical Abuse:** Slapping child on face; hair pulling; shaking; arm jerking; biting; bite marks; bruises or abrasions that are the shape of belt, hand or cord; burns that are shape of an instrument or glove-like burns.

**Physical Neglect:** Chronically dirty and unbathed; inappropriate dress for weather conditions; always tired; often absent or late to school; child left unattended, failure to meet bus.

**Emotional Abuse and Neglect:** Blaming and belittling the child by calling names and talking about child in negative terms in front of the child--i.e., "I'm glad he is going to school today. I'm sick of him." Frightening the child (i.e. "If you don't stop that, I'm going to have the police come and put you in jail.")

**Medical Neglect:** Failure to follow up on abnormal vision or screening results may constitute medical neglect.

## **Harassment Policy**

It is the policy of the Independence School District to maintain a learning environment that is free from harassment because of an individual's race, color, sex, national origin, ethnicity, disability, sexual orientation, or perceived sexual orientation. The Independence School District prohibits any and all forms of unlawful harassment and discrimination because of race, color, sex, national origin, ethnicity, disability, sexual orientation, or perceived sexual orientation.

It shall be a violation of district policy for any student, teacher, administrator, or other school personnel of this district to harass or unlawfully discriminate against a student through conduct of a sexual nature, or regarding race, color, national origin, ethnicity, disability, sexual orientation, or perceived sexual orientation as defined by this policy.

It shall be a violation of Independence School District policy for any teacher, administrator, or other school personnel of this district to tolerate sexual harassment or harassment because of a student's race, color, national origin, ethnicity, disability, sexual orientation, or perceived sexual orientation, as defined by this policy, by a student, teacher, administrator, other school personnel, or by any third parties who are participating in, observing, or otherwise engaged in activities, including sporting events and other extracurricular activities, under the auspices of the Independence School District.

For purposes of this policy, the term "school personnel" includes school board members, school employees, agents, volunteers, contractors, or persons subject to the supervision and control of the Independence School District.

The school system will act to promptly investigate all complaints, either formal or informal, verbal or written, of unlawful harassment or unlawful discrimination because of race, color, sex, national origin, ethnicity, disability, sexual orientation, or perceived sexual orientation, to promptly take appropriate action to protect individuals from further harassment or discrimination; and if it determines that unlawful harassment or discrimination occurred, to promptly and appropriately discipline any student, teacher, administrator, or other school personnel who is found to have violated this policy, and/or to take other appropriate action reasonably calculated to end the harassment/discrimination.



## 2018-2019 Latitude Enrollment and Payment Policies



The Independence School District utilizes an online registration and billing system called **Eleyo**. This online billing system allows you to:

- Register for after school services including full day and summer services.
- Monitor billing and review payments on your child care account.
- Pay your child care account on line. Both credit card payments and e-check options are available.
- Set-up automatic payments.

If you are unable to log into Eleyo because you forgot your password please contact your Youth Specialist or AR Customer Service to reset your password.

<https://idschools.ce.eleyo.com/>

## Latitude Fees

Latitude School Age Program (6th-8th Grade) A minimum of 12 students must be enrolled to provide services. When a program does not have at least 12 students the program will not open and a waiting list will be offered until 12 students are enrolled.

Latitude is an after school ONLY program and will be held at Bridger Middle School. Students from Bingham and Pioneer Ridge will be transported by bus and combine to this location each day after school. Latitude operates from school day dismissal until 6:00pm.

\$ 43.00 **Latitude:** Weekly Fee, Per Child (includes snack only.)

\$ 30.00 **Full Days:** (Includes breakfast, lunch, and snack.) Families will have the option to sign up for full day services at a combined site location. Accounts will be charged based on the Eleyo Non-school day registration, regardless if the student attends or not. Students who have not been signed-up in advance for full day services will not be accepted and allowed to stay.

\$30.00 **Snow Days:** (Includes breakfast, lunch and snack.) Daily rate will be charged if your child attends Latitude at Sycamore Hills Elementary when school has been cancelled due to inclement weather.

### Latitude Summer Services

\$130.00 **Weekly Fee:** Families attending our full day summer program will have the option to sign up per week. Weekly fee will be charged for the weeks signed up for regardless of the number of days the child is in attendance. (Families will make meal arrangements and payments to Nutrition Services Dept.)

## Weekly Fees

Full weekly fees are required in advance of services regardless of the number of days the child is in attendance. FAILURE to remain "PAID in ADVANCE" of care will result in cancellation of services. Weekly fees will be pro-rated during weeks when school is not in session.

Families are responsible for the full weekly fee until the DSS award letter is received. Families who are receiving DSS will be responsible for all co-pays and additional charges that DSS does not cover. Co-pays are the difference between the weekly fee and the reimbursement received from DSS.

**NOTE:** The Independence School District reserves the right to increase fees as needed, throughout the year, in order to meet increases in operating expenses. Families will receive advance notice of any change in fees.

## Drop In Enrollment Option

\$13.00      **Drop In:** After school visit per child (includes snack)

\$30.00      **Full Day :** (Includes breakfast, lunch, and snack.)

Families who only need after school services occasionally or during scheduled full days may enroll as a drop in. Families will need to complete the regular enrollment process. Accounts will be charged the drop in rate when the student has been signed into the program.

- Parents will be responsible for notifying the Youth Specialist, in advance, when the student will be attending.
- Drop in enrollments will be available based on program enrollment. This option is not available for use if a program has a waiting list.

## Full Day Registration

Latitude will provide full day services on non-school days. Latitude will operate at Sycamore Hills Elementary. The sign-up cut-off date for scheduled full day service is approximately 2 weeks prior to the non-school day (i.e., to determine staffing needs, book field trips and secure bus transportation and meal counts). Please remember that we do not offer walk-in services, children must be signed up in advance.

Parents must sign-up using Eleyo for the non-school day they wish to attend. After the deadline, non-school day registration will close and you will no longer be able to sign up, or remove non-school day selections using Eleyo. Parents wanting to enroll after the deadline will need to contact their home school Youth Specialist to see if space is available, space is not guaranteed after the deadline. All accounts will be billed according to who is signed up for services regardless if your child attends or not. Students who show up for full day services and have not been signed-up in advance will not be allowed to stay.

**Please note:** Latitude is open for snow days.

## Additional Fees

<b>\$30.00</b>	<b>Annual Registration Fee:</b> Per student per program, annual processing fee (August-July). This fee is non-refundable and must be paid prior to starting care.
<b>\$1.00</b>	<b>Late Pick-up Fee:</b> \$1.00 per minute, per program, will be charged for every minute after 6:00 pm, per the time signed out on the IPad. Charges will appear on your account and should be paid with your next weekly payment. Failure to pay will result in cancellation of services. <ul style="list-style-type: none"><li>• Services may be cancelled if a student is continually picked up late.</li><li>• Legal authorities will be contacted immediately for any student left at one of our schools one hour after the closing time of 6:00 pm. Late fees will apply.</li><li>• DSS assistance (including foster/adopted) does not cover late pick up fees.</li></ul>
<b>\$1.00</b>	<b>Early Drop-off Fee:</b> \$1.00 per minute, per participant, will be charged for students who are dropped off prior to 6:30am. Charges will appear on your account and should be paid with your next weekly payment.
<b>\$15.00</b>	<b>Returned Payment Fee:</b> A fee will be applied to your student's account for each payment returned for any reason.



- \$20.00**      **Past Due Fee:** Accounts that fall two or more weeks behind from the original due date will result in cancellation of services and will be charged (see cancellation policy page 21).
- \$15.00**      **Collection Fee:** This service fee is added to the past due balance on an account when turned over to a collection agency.

## Enrollment Process

- Step 1:** Contact the Youth Specialist and complete an enrollment request form.
- Step 2:** Your Youth Specialist will contact you to complete enrollment paperwork and register in Eleyo.
- Step 3:** Pay \$30.00, Annual Registration Fee per student and 1<sup>st</sup> week's fee prior to starting care.

**A student is officially enrolled when this process is complete and your Eleyo contract has been approved.**

Latitude reserves the right to deny entry to and/or exclude any participant when service or care fundamentally alters or imposes an undue burden on the program. Latitude further reserves the right to deny entry to and/or exclude any participant whose presence poses a direct threat to the health or safety of self or others in the program. Failure to fully disclose any and all special needs and/or necessary accommodations when applying may delay entry into and/or result in exclusion from the program.

Please note: Electronic sign in/out sheets will be used to bill for services if necessary. By signing your student in/out you are acknowledging use of services and obligation to pay.

## Change in Services

Parents needing to change services (i.e. enrolled in drop in, but need after school services) should provide a minimum of one week advance written notification to their Youth Specialist, and create a new contract in Eleyo. Contract changes must start at the beginning of the week and has to be approved prior to beginning.

## Payment Options

### **Credit Card Payments:**

Credit card payments and e-checks can be made:

1. Logging into Eleyo at <https://isdschools.ce.eleyo.com/>
2. Accepted over the phone at 521-5310 during regular business hours 8:00-4:00.
3. At the ISD Accounts Receivable Office during regular business hours.

Automatic payment is available on Eleyo, giving you the choice to eliminate the time and cost involved in writing and mailing payments. You can set up auto pay to draft your checking or savings account or the credit card of your choice. (Visa, MasterCard or Discover). Drafts will be made each week for the total amount due.

### **Check and Money Order Payments:**

- Please make payable to Independence School District.
- Be sure to include your account number(s) in the memo section of the check so that the fee can be accurately applied.
- We are not responsible for late payments because of failure to notate account numbers, payment delays or missing payments caused by the post office.

**Be sure to apply postage to the envelope and mail to:**

Independence Public Schools  
Attention: Accounts Receivable  
201 N Forest Avenue  
Independence MO 64050

### **Cash Payments:**

- Do Not Mail Cash!
- Cash payments can be made at Central Office during regular business hours. Business hours are 8:00am to 4:00 pm M-F while school is in session.
- Our staff will issue you a receipt.

## DSS Subsidy

Some families may be eligible for DSS (Department of Social Services) assistance. To find out if you qualify for DSS assistance you must submit a child care application to the Missouri Department of Social Services. A DSS Award Letter must be attached to a completed service agreement before any reduction in fees occurs for DSS subsidies. **The full weekly fee will be charged until the award notice is received.** Upon receiving the notice, a new service agreement will be completed for the change in rates and, if applicable, fees retroactively adjusted. Please note that it is the responsibility of the family to apply for and monitor any assistance from DSS. **The family is responsible for any non-DSS portion and agrees to pay the difference between the weekly fee and the reimbursement received.**

It is important to note that DSS assistance is based on family income and other family issues (work, education, etc). Therefore, some families may have a co-pay. DSS payments are based on **actual attendance** and may vary from month to month. Student attendance is very important. **If the student has excessive absences, the family will be responsible for a larger portion of the monthly fees because of reduced payments by DSS.**

DSS assistance can end at any time for a variety of reasons including expiration, changes in household status or changes in certain family conditions. Families will be responsible for the full weekly fee once DSS coverage ends regardless of whether a new Eleyo contract has been completed.

We encourage families with DSS assistance to work with their DSS case worker to fully understand their coverage and to carefully monitor their statements for changes in weekly rates affected by DSS. The statements will show how much DSS pays toward the account and any balance left over for which the family is responsible.

**It is the family's responsibility to keep track of when DSS coverage is going to end and contact DSS before that deadline if further assistance is needed.**

**Please note:** DSS payments are based on your DSS award letter and your student's attendance at Latitude.

- Families are responsible for full weekly fee until the award letter is received.
- In order to claim DSS, you must sign your students in and out each day.

Please be aware of the following to make the most of your DSS benefit:

- Your child must attend at least 5 hours per day in order to claim a Full day
- Your child must attend at least 3 hours per day in order to claim a Half day.
- Your child must attend at least 30 minutes per day in order to claim a Part day.
- If your child attends less than 30 minutes we are unable to claim those days.
- DSS will only pay for 5 absences or holidays per month.
- Approved DSS rates will automatically change for Early Education students who turn five years of age.
- *DSS assistance( including foster/adopted) does not cover late pick up fees*

Please call 816-521-5307 if you have any questions about the information above

## Account Invoice

Weekly account invoices are provided to families so that you may check your account to make sure your payments are being posted correctly. **Account invoices will be e-mailed directly to your Eleyo e-mail address.** For those families that do not have e-mail access, account invoices will be sent to the site for parents to pick up. Please notify us immediately if you are not receiving your account invoice. Weekly payment is still expected regardless of receiving weekly account invoices.

If you have questions about your account invoice, please contact Customer Service at 521-5307.

## Financial Disclosure / Responsible Party

The person who registers in Eleyo is the “Primary Owner” and the only person we will disclose or discuss any financial account information with. If you would like to add a “Secondary Party” to discuss or disclose information regarding your account please contact your Youth Specialist.

Parents have the ability to designate a “Secondary Party” to discuss or disclose information regarding your account. Only the “Primary Party” can designate a Secondary Party.

## Change of Billing Entity

A student’s balance for services stays with the student regardless of the responsible billing entity. If the responsible billing entity changes, the account balance must be paid in full before the new billing entity assumes responsibility.

## Withdrawal from the Program

Parents are to provide a minimum of one week advance written notification to their Youth Specialist, as well as cancelling their contract in Eleyo All outstanding debt that has accrued, must be rectified prior to withdrawing from the program. Weekly fees will continue to be assessed to your account until written notification is received.

**Note:** All unpaid balances will remain on our records. To be eligible to reenroll in any Kids' Safari, Latitude or Early Education program all balances must be paid in full. If an account remains unpaid it will be turned over to a collection agency to pursue all available means to collect.

**Automatic Drop:** A child who does not attend for two consecutive weeks without notice will be automatically cancelled. The weekly fees will still be owed for the two weeks of non-attendance.

## Cancellation of Services

Accounts which fall two weeks behind from the original due date will result in cancellation of services. Cancellation of services includes all contracts related to the account including Early Education, Kids' Safari and Latitude. Such families will be informed in writing as to the last day of services. Accounts are considered cancelled upon issue of cancellation letter. You will have a grace period until the end of the week to resolve your account. A \$20.00 past due fee will be applied to the account upon issue of the cancellation letter.

Cancellation of Services does not relieve the parent/guardian of their obligation to pay for charges incurred. Accounts with outstanding balances will be sent to a collection agency. If services are terminated, your unpaid balance will remain on our records and you are not eligible to re-enroll in any Kids' Safari, Early Education or Latitude program until the balance is **paid in full**.

## Collections

Upon cancellation of services all accounts with an outstanding balance will be sent to a collection agency. A collection fee of **\$15.00** will be added to the amount due when accounts are turned over to a collection agency. The Collection Agency will use both written and verbal communication in an attempt to collect the outstanding balance.

All legal means will be used for collection of unpaid balances including wage garnishment and legal proceedings.

## Payments Returned for Any Reason

All returned payments will be reversed from the student's account upon return from the bank or credit card institution. If the student's account becomes two weeks behind because of this reversal, it will be cause for immediate cancellation of services. A letter of notification will be sent, or a telephone call will be made, to anyone for whom we have received a returned payment from the bank. There will be a **\$15.00** fee applied for each payment returned.

## Dispute Policy

We make a dedicated effort to insure the billing is correct on every account. Still, questions and errors sometimes arise. Parents are asked to review their statements regularly for accuracy and to make their payments on time. Families have 90 days from the billing date to question or dispute a charge or payment. After 90 days the parent is responsible for the charges incurred. All questions and disputes must be:

- Submitted to ISD Accounts Receivable Customer Service in writing (201 N Forest Ave. Independence, MO 64050).
- Include account number; name and phone number; question and details about the issue in dispute.
- CFLC Customer Service will provide a response, in writing, within 10 days of the date received.

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Copy

## 2018-2019 Family Handbook Signature Page

This Family Handbook is a supplement to the Student Handbook that you received from your middle school. It is important to keep parent (s), guardian (s), and student(s) informed of additional guidelines and policies that are specific to Latitude. Please sign and return this page verifying that you and your student have read, understand, and will comply with the contents of the Latitude Family Handbook.

\_\_\_\_\_  
Legal Name of Child(ren)

\_\_\_\_\_  
Legal Name of Child(ren)

\_\_\_\_\_  
Signature of Parent or Legal Guardian  
**(Must be the same person that registered in Eleyo)**

\_\_\_\_\_  
Date



Independence School District  
201 N Forest Ave  
Independence, MO 64050  
(816) 521-5300  
[www.isdschools.org](http://www.isdschools.org)

**Notes**





## Important Dates

The following dates we will be open and operate at Sycamore Hills Elementary. All families are asked to sign up, in advance, for these days to ensure adequate staffing. If you sign your student up for services, you will be charged for those services regardless if your student attends or not. Billing, meal counts, and staff scheduling are based on the sign-up list.

<u>Non-School Day</u>	<u>Latitude</u>	<u>Sign-up Cut Off Date</u>
August 9 <sup>th</sup> -15 <sup>th</sup>	Closed	N/A
September 3 <sup>rd</sup>	Closed	N/A
<b>September 28<sup>th</sup></b>	<b>OPEN</b>	<b>September 13<sup>th</sup></b>
<b>October 19<sup>th</sup></b>	<b>OPEN</b>	<b>October 4<sup>th</sup></b>
<b>October 22<sup>nd</sup></b>	<b>OPEN</b>	<b>October 4<sup>th</sup></b>
November 21 <sup>st</sup> -23 <sup>rd</sup>	Closed	N/A
December 24 <sup>th</sup> -31 <sup>st</sup>	Closed	N/A
January 1 <sup>st</sup>	Closed	N/A
<b>January 2<sup>nd</sup></b>	<b>OPEN</b>	<b>December 10<sup>th</sup></b>
<b>January 18<sup>th</sup></b>	<b>OPEN</b>	<b>January 3<sup>rd</sup></b>
January 21 <sup>st</sup>	Closed	N/A
<b>February 15<sup>th</sup></b>	<b>OPEN</b>	<b>January 31<sup>st</sup></b>
February 18 <sup>th</sup>	Closed	N/A
March 22 <sup>nd</sup>	Closed	N/A
<b>March 25<sup>th</sup>-29<sup>th</sup></b>	<b>OPEN</b>	<b>March 7<sup>th</sup></b>
<b>April 1<sup>st</sup></b>	<b>OPEN</b>	<b>March 7<sup>th</sup></b>
April 19 <sup>th</sup>	Closed	N/A
May 23 <sup>rd</sup> -24 <sup>th</sup>	TBA	TBA
May 27 <sup>th</sup>	Closed	N/A

**Please take a moment to fill in the following information for a quick reference.**

\_\_\_\_\_

Youth Specialist

\_\_\_\_\_

Cell Phone Number

\_\_\_\_\_

Eleyo Account Number