

# **Greenfield Recreation After School Program**

## **at Federal Street School**



## **PARENT HANDBOOK**

### **MISSION STATEMENT**

The Greenfield Recreation Department's mission is to enrich the lives of the residents of Greenfield by providing safe, welcoming parks and recreation facilities and affordable, diverse recreation and cultural opportunities for people of all ages to play, learn, and build community. We create community through people, parks, and programs.

## **PROGRAM INFORMATION**

### **RECREATION DEPARTMENT STAFF:**

Recreation Director: Christy Moore (413)772-1553 [christy.moore@greenfield-ma.gov](mailto:christy.moore@greenfield-ma.gov)

Assistant Director: Kelly Jenkins (413)772-1553 [kelly.jenkins@greenfield-ma.gov](mailto:kelly.jenkins@greenfield-ma.gov)

Program Supervisor: Shayla Demers (413)772-1553 [shayla.demers@greenfield-ma.gov](mailto:shayla.demers@greenfield-ma.gov)

### **AFTERSCHOOL PROGRAM STAFF:**

Site Coordinator: TBD (413) 824-0285

Group Leaders: TBD

Assistant Group Leaders: TBD

### **LOCATION:**

Federal Street School- 125 Federal Street, Greenfield, MA 01301

Pick-up in the Cafeteria

### **HOURS OF OPERATION:**

Monday- Friday 2:55pm-5:30pm

Scheduled Early Release Days 11:55am-5:30pm

No Care on Professional Development, Holiday, and Vacation Days

### **DAILY SCHEDULE:**

2:55pm Arrival, Attendance

3:00pm Free Choice

3:30pm Hand washing, Snack

3:45pm Outdoor Play

4:30pm Enrichment

5:00pm Gym Game

5:30pm Pick-Up

### **PROGRAM LICENSING:**

The Greenfield Recreation Federal Street After School Program is licensed by the EEC. Parents may contact the EEC for information regarding the programs regulatory compliance history or with any questions or concerns by contacting the EEC at

1441 Main Street, Suite 230

Springfield, MA 01103

Phone: (413) 788-8401

## **STATEMENT OF PURPOSE**

Welcome to the Greenfield Recreation After School Program (GRASP) at Federal Street School. Our school age child care program has been organized to provide a safe, supervised, supportive, and fun environment that fosters growth and development for children in kindergarten through fourth grade. This program is a School Age Child Care Program licensed by the State of Massachusetts. GRASP at Federal Street School does not discriminate in providing services to children and their families on the basis of race, religion, cultural heritage, political beliefs, national origin, disability, marital status, or sexual orientation. The program is administered by the Greenfield Recreation Department.

## **GOALS**

GRASP at Federal Street School will provide quality child care for children grades K-4 that parents/guardians can rely upon throughout the school calendar year.

The program will offer a variety of recreational activities including games, arts and crafts, reading, music, and free time in an encouraging, safe, and friendly environment.

## **OBJECTIVES**

The objectives of GRASP at Federal Street School are:

1. To ensure a safe and quality form of child care for parents/guardians and children.
2. To provide a continuing education for children outside an academic setting.
3. To offer a variety of educational opportunities through social, educational, and recreational activities.
4. To instill a sense of self worth in every child in the program.

## **STAFF**

The GRASP staff is chosen carefully and exceeds the qualifications set forth by the department of Early Education and Care. Qualities such as warmth, willingness to learn, patience, teamwork, flexibility, and professionalism are just a few of the criteria used for hiring and evaluating the staff.

The staff has the primary responsibility for the care of the children. They will carry out the various activities and assist the Site Coordinator with the development of monthly programs, events, and various activities to provide the most rewarding experience for all participants and their families.

Staff will maintain or exceed the appropriate ratio of staff to children (1:13) at all times as required by Early Education and Childcare regulation. Staff will continue their professional development throughout the year through trainings and workshops to build their skills as an after school leader.

## **POLICIES & PROCEDURES**

### **REGISTRATION**

Registration must be completed by filling out the Greenfield Recreation Department registration form, and submitting to the office on 20 Sanderson Street. Parents will also need to submit a completed child information form with emergency contact information and a current picture of your child along with a completed transportation plan. Toilet training status is not an eligibility requirement for enrollment. All paperwork must be submitted before your child can attend the program.

Children must sign up for after school care for a **minimum of two days per week**. Children will be signed up for the entire school year based on the days indicated on your program registration form.

### **TUITION**

After school program salaries, supplies, and administrative expenses are supported entirely by tuition fees. The Greenfield Public Schools provide the space, utilities, and custodial services as an in-kind donation to the program.

The tuition for afterschool care is \$15 per day (\$30 per half day). Additional siblings will be charged \$14 per day (\$28 per half day). At this time, we do not accept vouchers.

Tuition for GRASP is collected on a monthly basis. Your monthly fee is based on the number of days per week (minimum of 2) your child is enrolled. Invoices will be sent on the **15<sup>th</sup> of each month** for the following month's tuition. All payments must be paid in full by the **1<sup>st</sup> of the month** in order for your child to continue in the program. Payments may be made by cash, check, money order, credit card, or auto-pay. Checks should be made out to the Greenfield Recreation Department. A \$25 fee will be charged for all returned/bounced checks. If a check is returned two times, only cash, money order, or credit card will be accepted from that point forward.

During scheduled holidays, in-service days, and school vacation weeks, tuition does not apply. Please note, you are responsible for the days your child is registered for. You will be charged for your child's sick days/absences. You will not be charged for school snow days. In the event of a snow day, your household will be credited.

Failure to keep tuition payments current may result in program termination until the fees are paid in full. Reinstatement may occur on a space-available basis when all fees have been paid. If you fall two weeks behind in payments, a letter will be sent home requesting a meeting or phone call to set up a payment plan. If no response is heard, a second, certified letter will be sent explaining payment must be made in full by a certain date or you will no longer be eligible for the program.

### Change in Schedule

Changes to your schedule may be made with a 14 day written notice. The staff will let you know if possible. You may change your schedule twice without a fee. After two changes, a \$25 fee will be added.

### Adding a Day

Registered GRASP at Federal Street School participants can add an extra day during emergency situations at the cost of \$20 per day. Here is the procedure:

1. Confirm with the Site Coordinator if there is room in the program on the day you need. Our license is for 52 students so we cannot go over that number of students on any given day.
2. If there is room the Site Coordinator will confirm with the office and let them know that you will be registering for the extra day.
3. The \$20 per day will be added onto your next monthly invoice.
4. Greenfield Recreation will inform the program staff that you have registered for the extra day.

### **PROGRAM WITHDRAWAL**

One-month (written) notice (on or before the first of the month, for the following month) is required by the parent. Fees will still be due if the parent withdraws the child before notice is given, or at any given time during the notice. One month's fees may be paid in lieu of one month's notice. Withdrawal notice will NOT be accepted unless it's in writing.

### **HOURS OF OPERATION**

GRASP at Federal Street School follows the Greenfield Public School schedule. The program begins the first day of school and ends the last day of school. The After School Program is in operation from school dismissal until 5:30pm. The program also operates on scheduled early release days from school dismissal until 5:30pm. If your child does not attend school for any reason, they cannot attend the program that day. Although GRASP at Federal Street School will not offer Vacation and Summer Programs, the Greenfield Recreation Department will offer these programs and families will be notified as to choices they have for these breaks.

### **INCLEMENT WEATHER CANCELLATION POLICY**

GRASP at Federal Street School will be closed when the Greenfield Public School System is closed or dismissed early due to inclement weather. You will not be charged for school snow days. In the event of a snow day, your household will be credited.

### **ARRIVAL**

Children enrolled in GRASP will be dismissed by the Federal Street School Staff to the cafeteria for attendance. Newton students will be sent via school issued bus from Newton to the Federal Street School cafeteria where they will be signed in by staff.

## **ABSENCES**

If your child will not be attending the GRASP at Federal Street School for any reason, please notify the Greenfield Recreation Department at (413)772-1553 or e-mail [GRASPFed@greenfield-ma.gov](mailto:GRASPFed@greenfield-ma.gov) by 12:00 pm. Absentees without prior notification may be mistaken for a missing child and unnecessary concern and time spent searching for the child will occur. If a child does not arrive at the program as intended, the Site Coordinator will contact the parent/guardian. If a parent/guardian cannot be reached, the Site Coordinator will contact the child's emergency contact.

## **CHILD RELEASE/ PICK-UP POLICY**

Included in the GRASP registration packet are forms in which you will specify how your child is to be dismissed at the end of the day. You must provide the name and contact information of any person you give permission to pick up your child at the end of the day. Children will only be released to those listed on the authorization to pick up form. Please be sure to update this form as needed. Everyone, even parents/guardians, must show an ID before a child will be released in order to ensure the child's safety. Once staff members come to recognize parents/guardians, an ID may not be required. Pick-up will be located in the Federal Street School Cafeteria. Please park in the front lot and enter the school through the central doors for pick-up and sign-out. Children must be signed out on the designated sign out sheet each day to ensure safety for all program participants. At the time of pick-up, you must collect all of your child's belongings, notices, and/or artwork from their day's activities.

If anyone other than those approved on your pick-up authorization form will be picking up your child, staff must have a signed and dated note from the parent or guardian prior to pick-up specifying the name of the individual who is authorized to pick-up for that specific day. The person will be asked to show their ID.

## **LATE PICK-UP POLICY**

The official closing time of the program is 5:30pm. All employees scheduled hours revolve around this time. Parents/guardians are expected to pick-up their children on time. In the event that you will be late for pick-up, you must abide by the following rules:

1. Parent/ guardian must call the program to let staff know what time they will expect to arrive or to inform staff of alternate transportation arrangements that have been made.
2. Parent/guardian will be charged a late fee of \$1.00 per minute per child after 5:35pm payable the next working day to the Recreation Department office.
3. In the event that the program does not receive a prior phone call from the parent/guardian, the following procedures will be immediately implemented
  - a. A staff member will try contacting parent/guardian. If contact cannot be made, a staff member will call the Emergency Contact list to arrange for pick-up. (Parent will still be assessed the late fee per minute, per child)

- b. If by 6:30pm contact cannot be made to the child's parents/guardians or emergency contacts, a call will be placed to the Department of Children and Families (DCF) Emergency Unit to report an abandoned child. Staff members will then follow DCF instructions for any necessary arrangements. Parents will be informed to contact DCF for further instructions.

### **ACTIVITIES**

All activities are well balanced between active and passive recreation which will provide opportunity for individual and structured interactions. We will offer activities throughout the afternoon including snack, homework help, arts and crafts, playground or physical activity, free play, etc.

Children will be supervised at all times indoors and outdoors. Children will be allowed to get a drink independently with permission. A schedule of activities will be posted on the bulletin board for all the parents/guardians to view. Activity Schedules and newsletters will be posted on the bulletin board, distributed to parents/guardians at pick-up, and posted on the GRASP at Federal Street School Page on the Greenfield Recreation website: [www.greenfieldrecreation.com](http://www.greenfieldrecreation.com)

### **HOMEWORK TIME**

GRASP provides homework assistance. This block of time is to be used for homework, studying, projects, problem solving, and reading. Important points to remember regarding homework:

- GRASP staff provides homework assistance and is not responsible for finishing homework with a child if they do not finish during their scheduled homework time.
- GRASP will not look through a child's bag/belongings. In the event a child states they do not have homework, parents will be informed at time of pickup.
- If a child does not have homework, they will be asked to do something quiet or join another activity until homework time is over.
- Parents should still check child's homework for accuracy and completion.

### **SNACK**

GRASP at Federal Street School in conjunction with the Greenfield Public Schools Food Service Program will provide a nutritious snack daily. Fruits, vegetables, whole grains, and dairy products are commonly used within the program. Water, juice, or milk will be served with snack. A log will be kept with foods served. Please be sure to bring any allergies or dietary restrictions to the attention of the Site Coordinator as soon as possible so we can plan to accommodate your child's needs. An allergy list is confidentially posted for staff to refer to. The staff will take every precaution to keep the children safe from allergic reactions. We will provide a separate table in the room for children with allergies so that they have a safe place to eat and enjoy the company of their friends.

Parents/Guardians may prefer to provide a snack or lunch (half days) for their child. Some suggestions for a nutritional snack would include the following: crackers, cheese, raw vegetables, fruit juice and/or milk, etc. We do not restrict certain foods such as peanuts as a general rule. In the event that a child in the program has a severe life threatening allergy such as an airborne allergy to peanuts, GRASP reserves the right to restrict foods in the program.

All staff and children must wash their hands before having a snack and leaving the bathroom. Every effort will be made to encourage the children to eat their snack; however, children's appetites vary and it is not the program's responsibility to be certain every bite is eaten. The emphasis is on eating in a relaxed, quiet, and friendly manner.

### **RESEARCH & EXPERIMENTATION**

There will not be any research and experimentation involving any children enrolled in the program. No observation of any kind will be performed without written consent from parent/guardian and Site Coordinator.

### **CHILDREN'S RECORDS**

All information contained in a child's record will be kept confidential. The file will be available at all times to the Health Department, Department of Early Education and Care, or the parent/guardian when necessary. GRASP at Federal Street School complies with the following regulations:

1. GRASP shall not distribute or release information in a child's folder to any person not directly involved in the implementation of a program plan for the child without the written consent of the child's parents/guardians. GRASP shall notify parents/guardians if a child's record is subpoenaed.
2. The child's parents/guardians shall, upon request, have access to their child's folder at reasonable times. In no event shall such access be delayed more than two business days. Upon such request for access, the child's entire folder shall be made available regardless of the physical location of its parts.
3. GRASP shall establish procedures governing access to, duplication of, and distribution of such information and shall maintain a permanent, written log in each child's folder indicating any time a child's information has been released.
  - a. Each time information is released or distributed from a child's folder, the following information shall be recorded: the name, signature, and position of the person releasing or distributing the information, the date, the portions of the folder which were distributed or released, the purpose of such distribution or release and the signature of the person to whom the information is distributed or released.
  - b. Such log shall be available only to the child's parents/guardians and program personnel responsible for record maintenance.

### **PROGRESS REPORTS**

Progress reports regarding your child's progress and behavior in the program will be distributed twice a year. The first one will be distributed before the Winter break. The second one will be distributed at the beginning of May. These reports will be sent home as well as placed in your child's file for reference at any time. If parents/guardians have any questions or concerns, they may request a personal meeting.



## **PARENT/GUARDIAN-STAFF COMMUNICATION**

It is very important to keep the lines of communication open between parents/guardians and staff. Please feel free to contact us if you have any questions or concerns. By having the parents/guardians and staff work together, we can create an environment that is a positive experience for all.

Parents/Guardians are welcome to visit GRASP at Federal Street School any time during our hours of operation. Our staff members strive to communicate with parents on a daily basis at pick-up time; however, the staff's main function is to provide care to the children in the program. You may want to schedule an appointment with the Site Coordinator to discuss any concerns that you may have. Suggestions and comments regarding the program are always welcome.

## **PARENT/GUARDIAN PROTOCOLS**

1. Parents are not allowed to ask GRASP staff to babysit their child at any time
2. Parents are not allowed to take pictures and/or videos of any child during GRASP hours.
3. Parents and children are not allowed to contact staff on Facebook, Twitter, Instagram, or any other form of social media.
4. Staff are not allowed to contact parents or children on Facebook, Twitter, Instagram, or any other form of social media.
5. Any behavior by a parent/guardian that is deemed inappropriate or adversely affects the program and/ or its operation may result in termination of the child from the program upon notice.

## **HEALTH CARE POLICY**

Before a child is admitted into GRASP, the parent/guardian must provide written documentation that physical examination histories, immunizations and lead test results are all up to date and comply with the school health regulation on file with the school.

## **ILLNESS**

For the protection of other children and staff, please keep your child at home if they are ill. Any child who is sent to the program ill will be sent home immediately. A staff member will contact the child's parent/guardian or emergency contact to arrange for pick-up. Staff will make your child as comfortable as possible until someone arrives to take them home.

1. If your child is dismissed from school because they are not feeling well, they will not be permitted to attend the program that day.
2. In the event that your child becomes sick while at the program, they will be sent home immediately. A staff member will contact the child's parent/guardian or emergency contact to arrange for pick-up. Staff will make your child as comfortable as possible until someone arrives to take them home.
3. Mildly ill children will be escorted to a "quiet area" by a staff member where they will be given a chance to rest. This area will be located in the same general area as the program and the child will be constantly supervised.

## **PLAN FOR INFECTION CONTROL AND MONITORING**

The Site Coordinator must be notified immediately if your child is diagnosed with a contagious disease. All parents/guardians of program participants will be notified of any diagnosed communicable diseases or outbreaks. To prevent outbreaks, proper hand washing is required prior to handling and/or eating of food by children and staff. The sharing of drinking cups and utensils is prohibited. Any surface that is soiled is required to be cleaned with an antiseptic solution.

1. Any participant who appears to have a contagious illness or injury as evidenced by the following will be kept in a separate area until parent/guardian is contacted and child is picked up. Staff members exhibiting the same will be sent home immediately.
  - Fever
  - Diarrhea
  - Vomiting
  - Copious Nasal Discharge
  - Red, Crusty, Weepy Eyes
  - Wound with Significant Redness, Swelling, and Drainage
  - Lice or any Nits
2. Any participant or staff member who has had any of the following medical conditions may not attend the program until being symptom free for 24 Hours:
  - Fever > 99.5
  - Diarrhea
  - Vomiting
3. If your child has any of the following communicable diseases, you are required to keep their home for the duration of the illness (or until it is no longer contagious to other children)
  - **Strep Throat:** May return 48 hours after antibiotic is administered
  - **Chicken Pox:** Minimum exclusion, one week. Your child cannot return until the rash is completely dry or crusted.
  - **German Measles:** May return after rash disappears
  - **Mumps:** 9 days after onset of swelling
  - **Measles:** 5 days after rash begins
  - **Lice:** After treatment has been completed and all eggs (nits) are gone from the hair.
  - **Hepatitis:** 3 weeks after onset of jaundice
  - **Conjunctivitis:** May return day after prescribed medication is applied
  - **Impetigo:** Children may not return until all symptoms of the disease have cleared up. A physician's release form is required before returning.
4. Respiratory viruses including COVID-19, flu, and/or RSV
  - Staff members or children who test positive but are asymptomatic can participate in the program.
  - Staff members or children who test positive and are symptomatic should remain home and isolate until they are fever-free for at least 24 hours without the use of fever reducing medications. Children and staff are no longer required to isolate 5 days.

## **INJURY AND EMERGENCY**

Staff members are certified in First Aid and CPR and will take care of very basic first aid needs. First Aid supplies are located in every room. First aid bags must be taken at all times when leaving the building. Site Coordinator will maintain first aid equipment and ensure that it is adequately supplied.

### **First Aid Kit includes**

Quick -reference first aid manual, note cards and pen  
Disposable non-latex gloves  
Thermometer  
Flashlight  
Blunt-tip scissors  
Tweezers  
Instant cool pack  
10, 4x4 Gauze pads and 10, 2x2 Gauze pads  
1 roll 4" flexible gauze bandage and 1 roll 2" flexible gauze bandage  
25 1" and 25 assorted small Band-Aids  
1 roll 1" bandage tape

Any injury requiring first aid attention will be documented in the child's file as well as a central log. The Site Coordinator is responsible for maintaining the central injury log and informing EEC of serious injury, or inpatient hospitalization immediately.

1. All injuries will be reported to parents/guardians by phone or at time of pick-up depending on the nature of the injury.
2. In the event that immediate medical attention is required, the following procedures will be implemented:
  - 911 will be called (*all ambulance fees will be the responsibility of the parents/guardians*)
  - The parents/guardians or designated emergency contacts will be called.
  - A staff member will accompany the child to the hospital

## **MEDICAL CONDITIONS**

If a child has a known medical condition (allergies, asthma, diabetes, seizure disorder, etc.), please be sure that the staff is made aware at the start of the program. This will allow for a quick response if a problem should occur during program hours. If medication needs to be dispersed or available on site, please make sure that the appropriate forms have been completed.

Please consider an allergy/medical alert bracelet or necklace for your child so that every adult has immediate recognition of your child's medical/allergy condition. If your child has severe airborne allergies a medical alert bracelet or necklace is required.

## **MEDICATION**

If your child needs medication administered during program hours, including emergency medications such as inhalers or Epi-pens, you must complete the authorization to administer medication form. Medications will be dispensed only if they are in the original prescription container, together with specific instructions written on a signed authorization form. This must be given to the Site Coordinator before any medication can be dispensed. Medications will be stored in a lock box on site. Emergency medications such as inhalers and Epi-pens will be kept with a staff member at all times. Any leftover medication will be returned to parents or destroyed.

No aspirin or other non-prescriptive medicines will be administered by the staff (unless noted with permission by your child's doctor). Over the counter medication must be accompanied by specific instructions from your child's physician. The instructions must state the dose, time, and reason for the medication. Staff cannot make any medical determinations.

## **IDENTIFYING AND REPORTING ABUSE AND NEGLECT**

All children enrolled in GRASP at Federal Street School shall be protected from abuse and neglect. The Department of Children and Families and The EEC requires the program to report suspected cases of child abuse. This includes the reporting of parents who appear to be impaired by drugs or alcohol.

Suspected cases of abuse or neglect will be reported to the Recreation Director in writing with all factual information and observations of the child in question immediately. The report will be signed, dated and true to the best of the staff person's knowledge. All staff are considered mandated reporters and must report any suspicion of abuse or neglect to the Director who will report the suspected case immediately to the Department of Children & Families, pursuant to M.G.L. c.119, ~51A. The Director will notify the EEC immediately after filing the report.

The program will cooperate with all investigations of abuse and neglect. This may require disclosing personal information to the Department of Early Education and Care and other persons or agencies specified by Department of Early Education and Care necessary for the prompt investigation of allegations and for the protection of the child.

Any staff person under investigation will be removed from direct care responsibilities until the Department of Children & Families investigation is complete and for such further time as the Department of Early Education and Care Requires. If the investigation proves the complaint is valid, the staff member will be dismissed immediately.

## **EMERGENCY EVACUATION PLAN**

Fire Drills, Disaster Plans, and Evacuation Plans are reviewed and practiced with the staff prior to the start of the school year. Practice drills are conducted throughout the length of the program. These procedures will be discussed with the children so that they may have a speedy, stress free, and safe drill. Evacuation routes will be placed at every exit.

## **PEST MANAGEMENT PLAN**

On file at The Greenfield Recreation Department Office.

## **GUIDANCE AND DISCIPLINE POLICY**

We expect good and courteous behavior, and respect for all others. We do not allow the use of improper language, teasing that may hurt someone, bullying, and any kind of physical or verbal abuse. A child who exhibits this kind of behavior will be spoken to by the staff. If the staff is unable to reach a satisfactory resolution, parents will be contacted and may be required to pick up their child immediately.

1. To ensure safe and enjoyable programs and facilities for all participants, GRASP has developed and will institute program rules with all participants. These rules are influenced by the standards put forth by the Recreation Department as well as suggestions by the participants in the program in the beginning of the school year. Staff will encourage positive behavior by giving positive reinforcement and close supervision.
2. Children will be redirected into another activity if infrequent, minor behavior problems occur. Continued or more severe behavioral problems will be dealt with using a “cool down” where the child will be asked to sit out of the activity for a few minutes until they ready to return to the activity.
3. Discipline and guidance will be fair and consistent and based on the understanding of each child’s individual needs. At no time will a child be disciplined in an inappropriate, demoralizing, humiliating, or abusive manner. No child will be denied food as a form of punishment. No child will be punished for soiling or wetting their clothes.
4. Parental input may be asked to curb inappropriate behaviors. Parents may be asked to attend a conference if necessary.
5. Staff will complete an incident report to document when any of the reasons mentioned below occur. The parent/guardian will be appropriately notified in writing. A conference will be scheduled to discuss the issue(s) at hand after the second written warning. Suggestions for a solution to the problem will be discussed together between the Site Coordinator and parent/guardian. Should outside help be required, the Site Coordinator will inform the parent/guardian of appropriate referral services.
  - Inappropriate behavior is displayed on a consistent basis.
  - Inability of a child to adjust to the routine and/or requirements of the program.
  - A child physically or verbally harms another child or a staff person.
  - A child purposely damages City property or the property of another individual.
  - A child uses foul language.
  - A child refuses to follow a staff person’s instructions.
  - Any other instance deemed necessary that is not listed in this handbook.

## **SUSPENSION & TERMINATION POLICY**

Suspension or permanent termination may be deemed necessary under certain situations. The Site Coordinator will make the final decision to suspend or terminate a child. All cases will be reviewed by the Recreation Director. Suspension or termination could result in the following instances:

1. If a child receives 3 incident reports during the school year.
2. When a child continues to endanger themselves, the safety of another child, or a staff member.
3. When the program cannot meet the child's needs. (such as behavioral, emotional, cognitive, language or physical needs)
4. When a parent/guardian consistently does not follow the policies of the program.
5. In other extreme instances not listed in this handbook.