

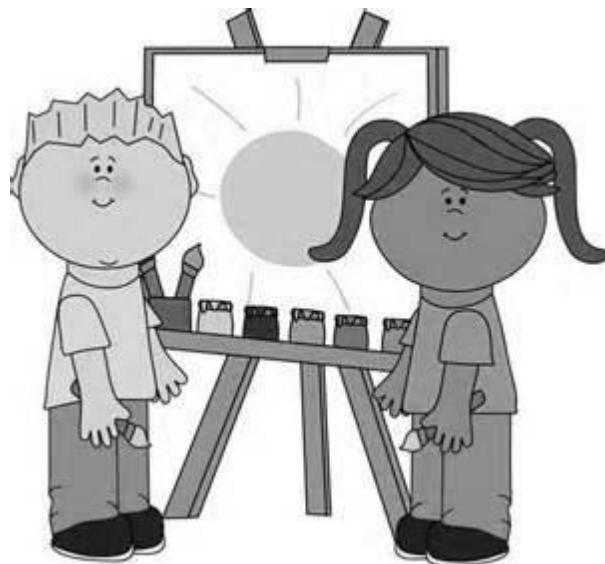


Youth Enrichment Program

YEP

2026 – 2027

Parent Handbook



Revised 02/01/2026

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Message from the Executive Director

Dear Parent/Guardian,

Welcome to the Youth Enrichment Program (YEP). Established in 1987 by the Shreveport Women's Commission, YEP was created to provide affordable, quality after-school programming for families in our community. Since that time, thousands of children have been served throughout Bossier, Caddo, and DeSoto Parishes.

YEP is a nonprofit organization governed by a volunteer Board of Directors composed of educators, professionals, community leaders, and parent/guardians. Our goal is to provide a safe, structured, and engaging environment during out-of-school hours.

Please review this Parent Handbook carefully, as its contents are incorporated into the Enrollment Agreement. We appreciate your partnership and look forward to a successful school year.

Sincerely,

Xochi Smith

Executive Director

Caring for Children After-school



Youth Enrichment Program
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1. About YEP

Mission Statement

The mission of the Youth Enrichment Program is to provide quality after-school academic enrichment programs to elementary-aged children from diverse cultural and social backgrounds and to ensure that they have the opportunity to grow and develop in a safe, nurturing atmosphere.

Program Overview

The Youth Enrichment Program was established in 1987 to provide structured after-school and out-of-school programming for elementary-aged children.

YEP serves students in kindergarten (age five) through fifth grade and operates during the regular school year, selected holiday breaks, intersession periods, and summer programs.

Program activities may include supervised homework time, enrichment activities, recreation, and structured group engagement designed to support social development and positive personal growth in a safe environment.

YEP operates as a group-based enrichment program and does not provide one-on-one supervision, aides, or individualized educational services. If a child requires individualized supervision beyond typical group expectations, enrollment may not be appropriate.

YEP is supported primarily through program fees, which fund staffing, supplies, facility use, insurance, and administrative operations necessary to operate the program.

Program Goals

YEP strives to:

- Provide structured, quality programming throughout the school calendar year
 - Offer engaging activities that promote social development and positive personal growth
 - Support community engagement through partnerships with educational and community organizations when appropriate.
-

Non-Profit Status & Operational Structure

Youth Enrichment Program (YEP) is a registered 501(c)(3) nonprofit organization.

YEP assumes responsibility for enrolled students only during official program hours and only after students have been released into YEP supervision.

For the purposes of this handbook, the term “parent” includes parents, legal guardians, and authorized caregivers responsible for the student.

Non-Affiliation Statement

YEP operates independently and is not owned, operated, sponsored, or administered by any public or private school board, parish school system, government agency, or host facility.

YEP utilizes facilities made available by participating schools or churches; however, such facilities provide space only and do not supervise, manage, or control YEP operations.

2. Enrollment & Registration

Policy Authority

This Parent Handbook establishes the operational policies, financial obligations, behavioral standards, and administrative procedures governing participation in the Youth Enrichment Program (YEP).

Enrollment constitutes agreement to comply with all policies contained in this Handbook.

YEP reserves the right to interpret, apply, and enforce all program policies and procedures at its administrative discretion.

In the event of ambiguity, administrative interpretation shall control, subject to review through the established grievance process.

Eligibility

YEP admits students without regard to race, color, national origin, ethnicity, religion, sex, disability, or any other legally protected status.

YEP serves students in kindergarten (minimum age five) through fifth grade.

Participation requires the ability to function independently within a structured group environment without one-on-one supervision.

Enrollment decisions are based on program capacity, safety considerations, and the operational structure of the program.

Registration Requirements

Enrollment and continued participation are conditional upon:

- Completion of required registration documentation
- Payment of applicable fees
- Accurate and complete disclosure of student information
- Compliance with all program policies and participation standards

YEP reserves the right to deny, suspend, or terminate enrollment when participation is inconsistent with program structure, safety requirements, or operational capacity.

Disclosure Requirement

Parent/Guardian must disclose any medical, behavioral, emotional, psychological, or developmental conditions that may affect a child's participation in a structured group program.

Failure to disclose material information affecting supervision, safety, or program operations may result in administrative review, suspension, or dismissal.

YEP does not provide one-on-one supervision, individualized aides, or specialized behavioral or medical personnel.

Program Participation Requirements

YEP operates as a structured group-based after-school enrichment program within established staff-to-student ratios.

To participate successfully, students must be able to:

- Function safely within a group environment
- Follow staff directions
- Transition independently between activities
- Participate without continuous one-on-one supervision
- Demonstrate behavior that supports a safe and respectful environment

Behavior expectations and disciplinary procedures are outlined in the Behavioral Accountability and Discipline Policy section of this Handbook.

If a student's needs or behavior compromise the safety of participants or exceed the program's staffing structure, YEP reserves the right to determine whether continued enrollment is appropriate.

Enrollment does not guarantee continued participation if program expectations cannot be met.

Account Owner

The Account Owner is the individual who signs the enrollment agreement and assumes full financial responsibility for the student's account.

The Account Owner is the only individual authorized to:

- Request enrollment status changes
- Withdraw a student from the program
- Establish or modify payment arrangements

- Update authorized pickup individuals
- Modify contact information
- Approve schedule changes

Billing communications may be sent to one or both parents/guardians as designated on the registration form. However, receipt of billing communications does not grant authority to make changes to the account unless that individual is the Account Owner or has written authorization from the Account Owner.

The Account Owner remains financially responsible for all charges incurred under the enrollment agreement.

Disputes between parents/guardians regarding financial responsibility or account authority must be resolved privately and do not alter the obligations of the Account Owner.

3. Program Operations

Hours of Operation

Administrative Office Hours

School Year:

Monday–Friday: 9:00 a.m. – 5:00 p.m.

Closed daily: 1:00 p.m. – 2:00 p.m.

Summer:

Monday–Thursday: 10:00 a.m. – 3:00 p.m.

Closed Fridays

Closed daily: 1:00 p.m. – 2:00 p.m.

After-School Program Hours

YEP programs in Caddo, Bossier, and DeSoto Parishes operate from school dismissal until 6:00 p.m., in accordance with each parish school calendar.

Program hours may vary on days when schools release early or close due to weather or other emergencies.

Site Locations

Bossier

Apollo

Bellaire

Benton

Curtis

Elm Grove

Caddo

A.C. Steere

Blanchard

Claiborne

Fairfield

Judson

DeSoto

North DeSoto Lower

North DeSoto Upper

Haughton	Riverside
Kingston	Shreve Island
Legacy	Summerfield
Stockwell	University
Sun City	
T.L. Rodes	
W.T. Lewis	

Site availability may change from year to year based on school participation and program approval.

Attendance & Absence Notification

Parents/Guardians are responsible for notifying YEP when a child will be absent. This includes:

- Informing site staff in advance of planned absences
- Notifying the YEP office **by 2:00 p.m.** on the day of an unplanned absence

Failure to notify YEP of an absence may result in staff time being spent attempting to locate a student expected to attend.

Attendance Monitoring (Full-Time Students Only)

For students enrolled **full-time (Monday through Friday)**, YEP will make reasonable efforts to notify a parent/guardian when a student expected to attend does not report to the program and no prior absence notification has been received.

Students enrolled on a **part-time, scholarship, or teacher-support basis** may attend on varying schedules.

YEP **does not monitor or verify attendance** for these enrollment categories and does not initiate absence notifications for those students.

Parents/guardians remain responsible for their child's whereabouts when a child does not attend YEP as scheduled.

Timely Pickup

Parents/guardians are responsible for:

- Picking up children **no later than 6:00 p.m.**
- Complying with the Late Pickup Policy outlined in the Financial Policies section of this Handbook

Repeated late pickups may result in administrative action, including possible dismissal from the program.

Participation in Other After-School Programs

If a student participates in another after-school program or activity before or during YEP hours, the following procedures apply:

Parents/guardians must provide **written notification** to the site specifying:

- The name of the external program
- The days and times of participation
- The full name of the individual authorized to sign the student in or out

The authorized individual must:

- Sign the student **out of YEP** when leaving for the activity
- Sign the student **back into YEP** if returning after the activity

YEP is not responsible for students while they are attending another program or activity or at any time they are not signed into YEP, including periods before arrival or after departure.

Students will **not be released to, or accepted from, another program** without written authorization on file from the parent/guardian.

Failure to follow these procedures may result in **loss of movement privileges or other administrative action.**

Program Activities & Supervision

Regular Program activities may include:

- Supervised homework time (not one-on-one tutoring)
- Enrichment activities
- Arts and crafts
- Structured group games
- Supervised recreational play
- Individually packaged snack and juice

Activities may vary by site, staffing availability, and program schedule.

Snacks

YEP provides **individually packaged snacks** sourced from reputable vendors.

Parents/guardians may provide additional snacks for their child if desired. Snacks brought from home may be consumed during designated snack periods only.

Parents/guardians are responsible for informing YEP of **food allergies or dietary restrictions.**

Due to the nature of commercially packaged products and student-provided food items, **YEP cannot guarantee an allergen-free environment.**

4. Technology & Media Policies

Technology Use

Internet-enabled devices such as cell phones, tablets, laptops, smart watches, or similar devices are **not permitted for general use during the regular school-year Program.**

If a student must access a school website or online platform to complete assigned homework, **written permission from the parent/guardian must be provided in advance.** Any permitted device use is limited to **school-related homework only.**

YEP staff cannot monitor all internet activity on personal devices and **are not responsible for supervising or filtering internet content accessed by students on personal devices.**

Electronic gaming devices **that do not have internet access** may be permitted at the discretion of site staff.

YEP does not provide internet access for student devices. Students who bring personal devices to the Program do so **at their own risk**, and YEP is not responsible for lost, stolen, or damaged items.

Photography and Video Use

YEP may photograph or record program activities for promotional, educational, or reporting purposes, including use on the YEP website, social media, grant reports, and program materials.

Parent/guardian consent for media use is obtained through the registration form. Students without media permission will not be included in identifiable promotional materials whenever reasonably possible.

Device Misuse and Temporary Confiscation

If a student is observed or reported to be using a personal device in violation of Program policy — including photographing or recording others, accessing unauthorized applications, or displaying inappropriate content — staff may temporarily confiscate the device.

Confiscated devices will be held by staff and released **only to a parent or authorized pickup adult at pickup.** Staff will inform the parent or authorized adult of the reason the device was retained.

YEP staff do not search personal devices; action is based solely on observed or reported misuse.

YEP is not responsible for lost, stolen, or damaged personal devices brought to the Program.

Permission for a student to bring a device does not guarantee that the device may be used at all times and may be restricted or discontinued if it interferes with Program operations.

5. Financial Policies

Financial Responsibility

The registering parent/guardian accepts full financial responsibility for all tuition charges for each semester in which the student is enrolled.

Withdrawal, suspension, dismissal, or voluntary removal during a semester does not release the parent/guardian from financial responsibility for the remainder of that semester.

Tuition payments are non-refundable and non-transferable, including amounts paid for the current month and any unused portion of services.

Tuition and Enrollment Structure *(Revised 2026 – Supersedes Prior Versions)*

Enrollment in the Youth Enrichment Program (YEP) constitutes a school-year commitment structured on a semester basis.

Tuition is divided into monthly installments for convenience; however, the full semester tuition remains due regardless of withdrawal, suspension, or dismissal.

- Fall Semester: August–December 31
- Spring Semester: January – May or June (based on the applicable school calendar)

If written withdrawal is not submitted prior to the end of the Fall semester, the student is automatically enrolled for the Spring semester.

Tuition is billed monthly within each semester at a flat rate.

Tuition is not prorated for:

- Absences
- Holidays
- School closures
- Weather-related closures
- Variations in the number of school days per month
- Voluntary non-attendance

Enrollment and tuition obligations are not contingent upon attendance.

Billing and Payments

Monthly Billing Procedures

- Invoices are issued electronically on or around the 21st of each month.
- Payment is due in full on the 1st of the month in which services are rendered.

Parent/guardians are responsible for:

- Maintaining a current email address on file
- Monitoring inbox and spam folders
- Notifying the YEP office within five (5) calendar days if an invoice is not received

Non-receipt of an invoice does not relieve the parent/guardian of payment responsibility and does not extend payment deadlines.

Payment Methods

Payment must be submitted directly to the YEP administrative office. Payments may not be left at program sites.

Site staff are not responsible for transporting payments. Any payment left at a site will be considered late and may be subject to late fees.

YEP accepts the following forms of payment:

- Check
- Money Order
- Debit Card
- Visa
- MasterCard
- Discover

American Express is not accepted.

Payment Timeline

- Tuition Due: 1st of each month
- Late Fee Applied: 16th of each month (\$25)
- Collections Status: 30 days past due

Accounts must be brought current or satisfactory payment arrangements established prior to the thirty (30) day threshold to avoid Collections Status classification.

Late Payments & Fees

Tuition is due on the first (1st) of each month. A \$25 late fee will be applied on the sixteenth (16th) of the month if payment has not been received.

Accounts thirty (30) days past due are considered in Collections Status. Parent/guardians must make satisfactory payment arrangements prior to thirty (30) days past due to avoid collections classification and possible suspension.

Late fees are mandatory and are not waived due to non-receipt of invoice.

Account Standing

Account Standing Requirements

All accounts must reflect a zero balance by:

- December 1
- May 1
- Prior to re-registration for a new school year

If an account is not current by these dates, the student may be suspended from participation until the balance is paid in full.

Non-Sufficient Funds (NSF)

Returned checks will incur a \$25 NSF fee.

Parent/guardians will be notified upon receipt of the returned check notice and must remit payment in full (check amount plus NSF fee) by money order within seven (7) calendar days.

Failure to resolve the balance within that timeframe may result in temporary suspension until the account is paid in full.

Late Pickup Policy & Fees

YEP closes at **6:00 PM** unless otherwise announced. Students must be picked up no later than program closing time.

- A late pickup fee of **\$1.00 per minute** will be assessed beginning at 6:01 PM through 6:15 PM.
- Beginning at **6:16 PM**, an additional **\$10.00 per quarter hour** will be assessed (no split minutes).

Late pickup fees:

- Are due within **five (5) business days** of notice
 - Must be **paid in cash directly to site staff**
 - Apply regardless of circumstances, including traffic delays, work conflicts, emergencies, or failure of an authorized pickup individual to provide identification.
-

Late Pickup Enforcement

- Late pickups are documented at the time they occur, regardless of when fees are paid.
- **Three (3) late pickups during the school year**, cumulative across all YEP sites, constitute grounds for program dismissal.
- Failure to pay late pickup fees may result in **suspension of services**.
- Repeated late pickups may result in **administrative review and possible termination of enrollment**.

Late pickup fees do not relieve parent/guardians of the responsibility to pick up students on time.

Delinquent Accounts

Accounts that remain unpaid after the sixteenth (16th) of the month may be subject to suspension until the account is brought current.

When an account becomes delinquent:

- The parent/guardian will receive written notice of suspension.
- The child may not attend YEP until the account is paid in full.
- If the child arrives at YEP while suspended, the child will be directed to the school office for pickup.

Suspension does not relieve the parent/guardian of financial responsibility for the semester.

Parent/guardians must contact the YEP office and establish acceptable payment arrangements prior to the thirty (30) day threshold to avoid Collections Status.

Collections Status and Suspension

Accounts not paid in full within thirty (30) days of the original due date will be classified as Collections Status, regardless of whether the account has been referred to an external collection agency.

Upon reaching Collections Status:

- The student will be permanently withdrawn for the remainder of the current school year.
- The full outstanding balance, including tuition, late fees, and any applicable charges, remains due and payable.
- The account may be referred to an external collection agency at any time thereafter without additional notice.
- Students with accounts in Collections Status are suspended and may not attend the program.

YEP reserves the right to determine when an account is placed in Collections Status.

Unpaid balances may be referred to a third-party collection agency if necessary and are subject to the Reenrollment After Collections policy. Suspension does not relieve financial responsibility.

Reenrollment After Collections Status (Full-Year Prepayment Required)

Reenrollment is not automatic and remains subject to administrative approval at YEP's sole discretion.

Accounts referred to collections require:

- Full payment of all outstanding balances, including any collection-related costs if applicable.
- Submission of a new registration form and non-refundable registration fee.
- Full payment of tuition for the entire upcoming school year in advance.

For all subsequent school years following a Collections Status designation, YEP reserves the right to require full annual tuition payment in advance as a condition of continued enrollment applied to all future enrollments.

This requirement applies to each subsequent year of enrollment at YEP

Withdrawal Policy

Withdrawal prior to the end of a semester constitutes early termination of the enrollment agreement. Tuition for the remainder of that semester remains due and payable.

Students withdrawn prior to completion of the school year must sit out one full semester before being eligible for reenrollment.

Early Withdrawal During a Semester

Parent/guardians may withdraw effective at the conclusion of the Fall Semester by submitting written notice at least two (2) weeks prior to the first day of the Spring Semester.

Failure to provide timely written notice will result in enrollment and financial responsibility continuing into the Spring Semester.

All outstanding balances must be paid in full prior to reenrollment consideration.

6. Participation Standards and Responsibilities

Enrollment in YEP establishes a structured partnership between the program, the student, and the parent/guardian. The following standards define participation requirements and responsibilities for all

parties

Program Responsibilities

YEP is responsible for:

- Provide supervised group-based enrichment activities during designated program hours
 - Maintain reasonable safety procedures
 - Communicate significant concerns to parents/guardians in a timely manner
 - Make reasonable efforts to notify parents/guardians when an expected student does not report to the program, when applicable
 - Enforce established policies consistently
 - Communicate with students and parents/guardians in a professional manner
-

Student Rights and Responsibilities

Students enrolled in YEP may expect:

- Students enrolled in YEP may expect:
- A supervised, structured, and consistently scheduled environment
- Access to program materials and shared use of equipment
- Fair and age-appropriate treatment
- Clear and consistent behavior expectations
- Discipline administered in a fair, age-appropriate, and non-physical manner

Students are responsible for:

- Report promptly to the designated YEP location after school dismissal
- Bring homework when applicable and use designated homework time appropriately
- Remain with their assigned group unless signed out through proper procedures
- Follow the directions of staff, school facility rules, and YEP policies
- Accept responsibility for their behavior and cooperate in resolving concerns
- Demonstrate respect toward staff and peers
- Participate in a safe and cooperative manner
- Refrain from physical aggression, threats, intimidation, or harassment toward students or staff
- Respect program, school, and personal property

Behavior that compromises safety, supervision, or program operations is subject to immediate administrative action.

Parent/Guardian Responsibilities

Parents/guardians are responsible for:

• **Parents/guardians are responsible for:**

- Complying with all financial and operational policies
- Communicating respectfully with staff and other families
- Disclosing relevant medical, behavioral, or special needs and updating information as needed
- Providing timely notice of schedule changes or absences
- Supporting staff in addressing behavioral concerns and enforcing program policies
- Utilizing the established grievance process when concerns arise
- Ensuring their child can function appropriately within a structured group program

Parents/guardians may not address, discipline, question, or confront any student other than their own child. All concerns involving another student must be directed to YEP staff for review and resolution.

Participation in YEP is conditioned upon adherence to these standards.

Failure to meet these expectations may result in suspension or dismissal in accordance with program policy.

Disruptive or inappropriate conduct may result in administrative action, including site restriction or termination of enrollment.

Respectful Communication and Conduct Standard

This standard applies to students, parents/guardians, staff members, and all individuals present at program sites.

All individuals interacting with YEP are expected to communicate respectfully while participating in or interacting with program services.

The use of obscene, profane, aggressive, or verbally abusive language or behavior may result in immediate administrative action, including suspension, site restriction, or termination of enrollment.

YEP recognizes that concerns may arise; however, communication must remain appropriate and may not escalate to aggressive or disruptive behavior, including raised voices, confrontational conduct, or verbal intimidation.

Administrative responses are determined at the discretion of program leadership based on the nature and severity of the situation and may include warning, conference, site restriction, suspension, or termination of enrollment.

7. Behavioral Accountability and Discipline Policy

YEP maintains clear behavioral expectations to ensure a safe, respectful, and well-supervised environment for all students and staff.

Disciplinary action is progressive when appropriate but may accelerate depending on the severity, frequency, or safety implications of a student's behavior.

Student Code of Conduct

Students enrolled in YEP are expected to follow all program rules and responsibilities as outlined in this handbook, including demonstrating respectful, safe, and cooperative behavior at all times.

Failure to meet these standards may result in disciplinary action in accordance with program policy.

Staff Safety & Respect Standards

The safety and well-being of students and staff is a fundamental program priority.

Physical aggression, threats, intimidation, or conduct directed toward staff members will be treated as serious misconduct and may result in immediate suspension or dismissal.

Minor or Isolated Behavioral Concerns

For minor or isolated behavioral concerns, staff may implement age-appropriate corrective measures including:

- Verbal redirection
- Temporary removal from an activity
- Loss of privileges
- Time-out or brief separation from group activity (generally one minute per year of age)

Repeated minor behaviors may be documented and addressed through progressive disciplinary action.

Pattern of Repeated Behavior

Administrative review may occur when:

- A student receives three (3) documented incident reports for the same behavioral concern within a school year; or
- A student demonstrates a pattern of varied behavioral concerns that collectively disrupt program operations, compromise supervision, or create safety concerns.

YEP administration reserves the right to determine when a pattern of behavior warrants conference, suspension, or dismissal.

Progressive Discipline

Progressive disciplinary action may include:

- Staff intervention and redirection
- Incident documentation
- Parent/guardian notification
- Parent/guardian conference
- Suspension
- Dismissal from the program

Certain behaviors, including physical aggression, credible threats, or conduct endangering others, may result in immediate suspension or dismissal without prior progressive steps.

Immediate Suspension or Dismissal

YEP may impose immediate suspension or dismissal for serious misconduct including, but not limited to:

- Physical aggression toward students or staff
- Threats of violence
- Bullying or intimidation
- Destruction of property
- Conduct that endangers the safety of students or staff

Administrative decisions regarding dismissal take effect immediately.

Parent/Guardian Conference Requirement

Prior to suspension, unless immediate safety concerns exist, a parent/guardian conference may be required to:

- Review documented concerns
- Establish behavioral expectations
- Develop a corrective action plan when appropriate

Failure to participate in a required conference may result in suspension.

Suspension

A student may be suspended when:

- Behavioral concerns persist despite corrective efforts
- The safety of students or staff is compromised
- The student fails to comply with behavioral expectations or corrective plans

The duration of suspension is determined by administration based on the nature and severity of the behavior.

Suspension does not relieve the parent/guardian of financial responsibility for the semester.

Dismissal Policy and Review

Dismissal from the program is effective immediately upon notice.

The Account Owner may request Board review in accordance with the established grievance procedure.

Administrative dismissal decisions remain in effect during the review process, and Board determinations are final.

Financial Responsibility After Suspension or Dismissal

Suspension or dismissal from the program does not automatically release the parent/guardian from financial obligations associated with the current semester of enrollment.

Financial determinations following disciplinary removal are made at the administrative level based on the circumstances of the dismissal.

8. Parent/Guardian Conduct

YEP is committed to maintaining a safe, respectful, and professionally managed environment for students, families, and staff.

Participation in the program requires adherence to the following conduct standards.

Professional Communication Expectations

Parents/guardians are expected to communicate with YEP staff, students, and other families in a respectful and professional manner.

Concerns regarding program operations, staff decisions, or student incidents must be addressed through the appropriate YEP communication channels or the established grievance process.

Parents/guardians may not approach staff members in parking areas, sidewalks, or other non-program spaces to address program concerns or incidents. Staff members are not authorized to discuss student matters outside designated program settings. All program-related communication must occur through appropriate YEP communication channels or scheduled conferences.

Addressing Other Students

Parents/guardians may not question, discipline, or confront students other than their own regarding program matters.

Basic greetings or casual interaction are permissible; however, any discussion involving discipline, behavioral concerns, or investigation of an incident involving another student must be directed to YEP staff.

Parents/guardians may not question or interview other students about program incidents without the presence and consent of the child's parent/guardian.

Parents/guardians may not approach or confront students regarding program matters on school property, including parking areas, sidewalks, or program facilities.

Disruptive or Threatening Conduct

Conduct that interferes with program operations or compromises the safety and professionalism of the environment is not permitted.

Prohibited conduct includes, but is not limited to:

- Verbal harassment, intimidation, or threats toward staff, students, or other parents/guardians
- Profane, obscene, or abusive language directed toward any individual
- Confrontational or aggressive behavior at program sites
- Attempts to bypass established communication or grievance procedures in a disruptive manner

Such behavior may result in immediate administrative action.

Conduct During Grievance Process

All parties are expected to maintain professional and respectful communication while concerns are being reviewed.

Disruptive, threatening, or inappropriate behavior during the grievance process may result in termination of the review process and additional administrative action.

Site Ban Authority

YEP reserves the right to restrict or prohibit access to program sites when a parent/guardian's conduct compromises the safety, supervision, or orderly operation of the program.

Administrative responses may include:

- Conference with program administration
- Restricted communication protocols
- Temporary or permanent site access restrictions
- Termination of student enrollment

YEP administration retains sole discretion in determining when conduct warrants restriction or site ban and what corrective action is appropriate.

9. Health and Medical Policies

Medical Disclosure Requirements

Parents/guardians must disclose all relevant medical, behavioral, developmental, or emotional conditions, medications, allergies, and emergency contacts at the time of registration and must update the YEP office regarding any changes.

If a child has a known medical condition (e.g., asthma, diabetes, seizure disorder, severe allergies), the parent/guardian must provide written instructions regarding emergency response procedures.

Failure to disclose significant medical or behavioral conditions that affect supervision, safety, or program participation may result in administrative review, suspension, or dismissal.

Parents/guardians are responsible for ensuring all medical and emergency contact information remains current throughout the school year.

Illness & Exclusion Policy

A child will be separated from the group, and a parent/guardian will be contacted for immediate **pickup** if the child exhibits:

- Fever of **100°F or higher**
- Vomiting or diarrhea
- Symptoms of a contagious illness
- Injury requiring medical attention beyond basic first aid
- Any condition that prevents safe participation in program activities

Parents/guardians must arrange prompt **pickup** when notified.

YEP reserves the right to require that a child remain home until symptoms resolve and may request medical clearance before the child returns to the program when appropriate.

YEP reserves the right to refuse program participation if a child appears ill upon arrival.

YEP staff are not medical professionals and cannot diagnose illness or medical conditions.

Medication & Emergency Equipment

YEP does not administer daily, scheduled, or non-emergency medications.

Students who require emergency medication (such as epinephrine auto-injectors or inhalers) must be capable of self-administration unless otherwise approved by YEP administration.

For younger students (K–5), staff trained in CPR and First Aid may assist with emergency medication administration when:

- Written parent/guardian authorization is on file
- The medication is prescribed to the student
- The medication remains in its original packaging with a current prescription label
- Clear written administration instructions are provided
- The medication is stored in a secured, designated location accessible only to authorized staff

All medication must:

- Be in its original packaging
- Include physician instructions on the label
- Be provided directly to YEP staff
- Be stored in a secured location

Medication will not be accepted without proper labeling and documentation.

All medical expenses are the responsibility of the parent/guardian.

YEP does not maintain a supply of student medications. Parents/guardians are responsible for providing all required medications and ensuring they remain current and unexpired.

Emergency Authorization

By enrolling in YEP, parents/guardians authorize YEP staff to seek emergency medical care for their child when deemed necessary.

If a parent/guardian declines authorization to contact a specific physician, YEP reserves the right to contact emergency medical services (911) when staff determine that immediate medical attention is required.

Participation in YEP requires acknowledgment that emergency services may be contacted when deemed necessary. YEP cannot delay or withhold emergency response due to lack of parent/guardian authorization.

Medical Emergencies

In the event of a medical emergency:

- YEP staff will administer basic first aid within the scope of their training.
- YEP staff will contact emergency services (911) when a medical emergency is reasonably believed to exist.
- Continued attempts will be made to contact the parent/guardian or emergency contacts.

If a parent/guardian cannot be reached, a staff member may accompany the child to a medical facility when feasible.

All medical expenses, including ambulance transport and hospital care, are the sole responsibility of the parent/guardian.

YEP staff will act in good faith and in the best interest of the child based on the information available at the time of the incident.

10. Release of Children & Pickup Policies

Authorized Pickup

Children are released only to individuals authorized by the Account Owner on the student's enrollment record.

Children may be released only to:

- A parent/guardian listed on the enrollment form; or
- Individuals specifically authorized in writing on the child's enrollment record.

Authorized individuals must be at least eighteen (18) years of age.

YEP reserves the right to refuse release of a child if staff believe the release may compromise the safety or welfare of the student.

YEP reserves the right to refuse release of a child to any individual who appears to be under the influence of alcohol, drugs, or otherwise unable to safely supervise the child. In such situations, staff will attempt to contact another authorized pickup person.

YEP supervision ends when a child is released to an authorized pickup individual. Parents/guardians and authorized pickup persons are responsible for supervising children once they leave the program area, including in parking lots and surrounding areas.

YEP reserves the right to delay or refuse release of a child if staff believe the situation presents a safety concern.

Safe Pickup Policy

For the safety of all children, YEP reserves the right to **refuse release of a child** if the individual picking up appears unable to provide safe care.

This may include situations involving:

- Suspected impairment (alcohol or drugs)
- Aggressive or unsafe behavior
- Any condition that may place the child at risk

If necessary, YEP staff will contact an **alternate authorized pickup person**.

YEP may also contact appropriate authorities if a situation poses an immediate safety concern.

Identification Requirements

All individuals who **pick up** students must present valid photo identification upon request.

YEP reserves the right to deny release of a student if proper identification cannot be verified.

Written Authorization

Changes to authorized pickup individuals must be submitted **in writing to the YEP administrative office**.

Authorization forms are available on the YEP website under **“Documents.”**

Verbal authorization for one-time pickup may be accepted at the discretion of administration; however, YEP reserves the right to require written confirmation before releasing a child.

Custody & Court Orders

YEP must have a **current copy of any court order affecting custody or release restrictions** on file.

In the absence of a court order on file, YEP will release the student to **either parent/guardian listed on the enrollment form**.

YEP staff are not responsible for interpreting or enforcing custody disputes without written court documentation.

If a custody dispute occurs on site, YEP staff may **delay student release and contact appropriate authorities** if necessary to maintain safety.

Late Pickup Escalation

Repeated late pickups may result in administrative review, conference, suspension, or termination of enrollment in accordance with the **Late Pickup Policy & Fees** section of this Handbook.

Failure to Pickup

Students must be picked up no later than **program closing time**.

If a child remains after closing:

1. Staff will attempt to contact the parent/guardian.
2. Authorized emergency contacts will be contacted.
3. Late pickup fees will be assessed in accordance with policy.

Three (3) late pickups during the school year (cumulative across all sites) may result in dismissal from the program.

Late fees apply regardless of circumstance, including:

- Traffic delays
- Work conflicts
- Emergency situations
- Failure of an authorized pickup person to provide identification

YEP does not provide extended care beyond posted closing time.

If a child remains unclaimed after all authorized contacts have been exhausted, YEP may take appropriate action consistent with applicable childcare regulations and may contact appropriate authorities to ensure the child's safety.

11. Insurance, Liability and Risk Acknowledgment

The Youth Enrichment Program maintains general liability insurance coverage consistent with nonprofit operational standards.

YEP does not provide accident or medical insurance coverage for students.

Parent/guardians are responsible for maintaining appropriate health and accident insurance coverage for their child.

Group-Based Program

YEP operates as a group-based enrichment program. Activities occur within a supervised group setting and include indoor and outdoor play, recreation, and structured group activities.

Participation in group-based activities involves inherent risks. By enrolling in the Program, parent/guardians acknowledge that minor injuries may occur during the normal course of participation and accept these inherent risks.

YEP provides reasonable supervision within established staff-to-student ratios but does not provide one-on-one supervision or individualized monitoring of students.

Limitation of Liability

To the extent permitted by law, YEP shall not be liable for injuries, losses, or damages arising from circumstances beyond the reasonable control of the Program.

YEP is not responsible for:

- Injuries resulting from ordinary peer interactions
- Loss, theft, or damage to personal property brought to the Program
- Injuries occurring outside official Program hours
- Events beyond the reasonable control of the Program

Supervision by YEP staff ends when a student is released to an authorized pickup individual or otherwise leaves Program supervision in accordance with Program procedures.

Property Damage Responsibility

Parent/guardians are financially responsible for any damage to property or equipment caused by their child.

Nothing in this section waives liability for gross negligence or willful misconduct.

Medical Responsibility

In the event of illness or injury requiring medical attention, YEP staff will take reasonable action to secure emergency medical care.

All resulting medical expenses, including ambulance transport and hospital care, are the responsibility of the parent/guardian.

Facility Surveillance Systems

YEP operates within facilities owned by host schools or churches where surveillance systems may be present.

These systems are **owned, operated, and controlled by the host facility**, not by YEP.

YEP does not control or maintain surveillance equipment and cannot guarantee access to or availability of recorded footage.

12. Grievance and Complaint Procedure

Parent/guardians with concerns regarding their child, program operations, or staff conduct must follow the established chain of authority outlined below.

Concerns should be raised through the established grievance procedure to ensure they are reviewed appropriately.

Access to Administration

Parent/guardians who feel uncomfortable addressing a concern directly with site staff may contact the YEP administrative office for assistance.

When concerns are directed to the administrative office, they may be referred back to the appropriate staff member or supervisor for review in accordance with the established grievance procedure.

Level 1 – Site Staff

Concerns related to daily operations, student matters, or site incidents should first be directed to the site staff member involved.

Staff will make reasonable efforts to address concerns promptly at the site level.

Level 2 – Staff Supervisor

If the concern is not resolved at the site level, the matter may be elevated to the Staff Supervisor for review.

The Staff Supervisor may review documentation, speak with involved parties, and determine whether additional action is appropriate.

Level 3 – Director

If resolution is not achieved, the concern may be elevated to the Director for administrative review.

The Director will review the matter and issue a written determination when appropriate.

The Director’s decision constitutes the final determination at the administrative level.

Board Review

If the Account Owner remains dissatisfied following the Director's determination, a written request for Board review may be submitted within five (5) business days of the Director's decision.

Requests for Board review must:

- Be submitted in writing
- Be signed by the Account Owner
- Be received within five (5) business days of the Director's determination
- Identify the specific policy or procedural concern being challenged

Board review is limited to determining whether established policies and procedures were properly followed.

The Board does not:

- Conduct new investigations
- Rehear evidence or witness testimony
- Reevaluate discretionary administrative decisions
- Substitute its judgment for administrative authority unless a procedural violation is identified

Administrative decisions remain in effect during Board review unless otherwise directed by the Board.

The decision of the Board of Directors is final.

Financial Determinations

Financial obligations established in accordance with published policies are not subject to grievance review unless a documented calculation error or procedural error is alleged.

Timeliness of Concerns

Concerns regarding supervision, program operations, staff conduct, or student treatment should be raised promptly through the established grievance process.

Concerns presented for the first time after notice of financial obligation, late fee assessment, withdrawal request, suspension, or collections action may be reviewed; however, such concerns do not retroactively alter financial responsibilities previously agreed to in the Enrollment Agreement.

13. Additional Programs

YEP offers optional programs during school breaks and summer months. Participation in these programs requires separate registration and applicable fees. Space is limited and enrollment is accepted on a first-come, first-served basis until program capacity is reached.

Enrollment in regular afterschool programming does not guarantee placement in additional programs.

Program locations are subject to change. Parent/guardians will be notified of any changes.

Programs may be canceled if minimum enrollment is not met.

YEP special programs do not operate during severe weather events or when host facilities are closed due to weather or emergency conditions.

Holiday Programs

Holiday Programs may be offered during:

- Thanksgiving Break
- Christmas Break
- Spring Break
- Fall Break (when five consecutive school days occur, Monday–Friday)
- Winter Break (when five consecutive school days occur, Monday–Friday)

Hours: 7:30 a.m. – 6:00 p.m.

Locations: Shreveport and Bossier sites (announced prior to registration)

Activities may include:

- Arts and crafts
 - Games
 - Group activities
 - Supervised free play
-

Registration Requirements

- Separate registration form required
- Payment must be submitted to the YEP office prior to attendance
- Registration deadline: Thursday prior to the start of the program.
- Registrations received after Thursday are subject to a \$5 late registration fee.
- Fees are non-refundable and non-transferable. Parents/guardians are financially responsible for all registered days, regardless of attendance.

Enrollment is accepted until program capacity is reached.

Students not currently enrolled in regular YEP programming must pay the annual registration fee in addition to the Holiday Program fee. The annual registration fee is paid once per school year if the student participates in any additional program.

Intersession Program (Shreve Island Elementary)

The YEP Intersession Program may be offered during full intersession break periods when the school does not provide a program.

Location: Shreve Island Elementary

Hours: 7:30 a.m. – 6:00 p.m.

Separate registration and fees apply. Forms and payment must be submitted to the YEP office by the Thursday prior to the start of the program.

Enrollment is accepted until capacity is reached. Students not enrolled in regular YEP programming must pay the annual registration fee once per school year if participating in an additional program.

Summer Camp

YEP Summer Camp is offered in Shreveport and Bossier. All policies contained in this Parent Handbook apply to additional programs unless otherwise stated.

Hours: Monday–Friday, 7:30 a.m. – 5:30 p.m.

Closed: Memorial Day, Juneteenth, and Independence Day

Each location serves a maximum of 30 students.

Activities include weekly themed programming featuring:

- Arts and crafts
- Journaling
- Themed enrichment activities
- Grade-level academic review

Registration opens April 1. If April 1 falls on a weekend, registration opens the following Monday. Enrollment is accepted on a first-come, first-served basis through the YEP office.

Separate registration and fees apply.

Site Communication

YEP site communication may occur through designated site phones or staff-authorized mobile devices.

Parent/guardians should contact the site directly if they anticipate late pickup.

YEP makes reasonable efforts to maintain communication during program hours; however, uninterrupted phone availability cannot be guaranteed.

14. Visitors and Site Access

YEP program sites operate as supervised program environments. For safety, security, and liability reasons, all visits must receive prior approval from the YEP office.

Collaborators, contractors, or partners participating in approved programming must be pre-screened and authorized through established partnership agreements.

All approved visitors must:

- Check in with site staff upon arrival
- Unauthorized visitors or individuals who have not received prior approval may be asked to leave the premises immediately.
- Follow all host facility policies and procedures
- Remain in authorized program areas unless otherwise directed

Children who are not enrolled in the program may not participate in program activities or remain in program areas.

YEP reserves the right to deny, restrict, or terminate site access at its sole discretion when necessary to maintain safety, security, and program operations.

15. Amendments & Administrative Authority

Right to Modify Policies

The Youth Enrichment Program reserves the right to amend, update, or modify policies, procedures, program operations, and fees at any time when necessary for program management, regulatory compliance, safety, or operational needs.

When policy changes materially affect program participation, reasonable notice will be provided to parent/guardians when practicable. Continued participation in the program constitutes acceptance of any updated policies.

Interpretation Authority

The Youth Enrichment Program administration retains sole authority to interpret, apply, and enforce the policies contained in this handbook.

In situations where policies require clarification or when circumstances arise that are not specifically addressed in this handbook, the administration will make determinations consistent with program standards, safety requirements, and operational needs.

Administrative determinations made in accordance with this authority are final unless otherwise specified in the Grievance and Complaint Procedure.

Handbook Supersedes Verbal Statements

The Youth Enrichment Program Parent Handbook represents the official policies and procedures governing program operations.

This handbook supersedes any prior written materials, verbal statements, informal communications, or interpretations made by staff or participants.

Only policies contained within this handbook or issued in writing by YEP administration are considered official program policy.

YEP reserves the right to interpret and apply policies as necessary to maintain safe and effective program operations.

No staff member, volunteer, or representative of YEP is authorized to modify or waive handbook policies unless approved in writing by the Executive Director or designated administrative staff.

Parent/guardians are responsible for reviewing handbook updates distributed during the school year.

16. School Calendar

SEPTEMBER 7, 2026 (CADDO/BOSSIER/DESOTO)	LABOR DAY
SEPTEMBER 8, 2026 (DESOTO)	P/T CONFERENCE
OCTOBER 5-9, 2026 (BOSSIER/CADDO/DESOTO)	*FALL BREAK*
NOVEMBER 9, 2026 (DESOTO)	P/T CONFERENCE
NOVEMBER 23-27, 2026 (BOSSIER/CADDO/DESOTO)	*THANKSGIVING HOLIDAY*
DECEMBER 17-18, 2026 (CADDO)	P/T CONFERENCE
DECEMBER 18, 2026 (DESOTO)	FLEX DAY
DECEMBER 21, 2026 – JANUARY 5, 2027 (BOSSIER)	*CHRISTMAS BREAK*
DECEMBER 21, 2026 – JANUARY 4, 2027 (CADDO)	
DECEMBER 21, 2026 – JANUARY 1, 2027 (DESOTO)	
JANUARY 6, 2027 (BOSSIER)	
JANUARY 5, 2027 (CADDO)	PROFESSIONAL DEVELOPMENT
JANUARY 4-5, 2027 (DESOTO)	
JANUARY 18, 2027 (CADDO/BOSSIER/DESOTO)	MARTIN LUTHER KING DAY
FEBRUARY 12, 2027 (CADDO)	
FEBRUARY 15-19, 2027 (DESOTO)	WINTER BREAK
FEBRUARY 22, 2027 (DESOTO)	P/T CONFERENCE
FEBRUARY 15, 2027 (BOSSIER/CADDO/DESOTO)	PRESIDENTS DAY
MARCH 4-5, 2027 (CADDO)	P/T CONFERENCE
MARCH 8-12, 2027 (BOSSIER/CADDO)	*SPRING BREAK*
MARCH 26, 2027- APRIL 2, 2027 (DESOTO)	
MARCH 26-29, 2027 (BOSSIER/CADDO)	EASTER HOLIDAY
APRIL 19, 2027 (DESOTO)	P/T CONFERENCE
MAY 19, 2027 (BOSSIER/CADDO)	LAST DAY OF SCHOOL
MAY 20, 2027 (DESOTO)	

17. Parent/Guardian Acknowledgment & Agreement

I acknowledge that I have received, reviewed, and understand the YEP Parent Handbook for the 2026–2027 school year.

I understand that enrollment in YEP constitutes agreement to comply with all policies, procedures, and standards outlined in the Parent Handbook and Enrollment Agreement.

I acknowledge and agree to the following:

- Enrollment constitutes a semester-based financial commitment.
- Tuition is not prorated and remains due according to the Fee Policy.
- Suspension for nonpayment does not relieve financial obligation for the semester.
- Accounts 30 days past due are classified as Collections Status.
- Reenrollment after Collections Status requires full prepayment of the upcoming school year.
- Late pickup fees must be paid within five (5) business days.
- Three (3) late pickups during the school year (cumulative across all sites) result in dismissal.
- Dismissal may occur for behavioral or safety reasons at administrative discretion.
- Tuition for the month of dismissal remains due.
- Concerns must follow the established grievance procedure and do not retroactively alter financial obligations.

I understand that YEP reserves the right to interpret, enforce, and amend program policies as necessary for safety, compliance, and operational needs. Policy updates may occur during the school year and will be communicated to families as appropriate.

By signing below, I confirm that I am the Account Owner and assume full financial responsibility for this account. I acknowledge that failure to comply with program policies may result in suspension or dismissal from the program and that enrollment in the Youth Enrichment Program constitutes acceptance of all policies outlined in the Parent Handbook.

Child's Name: _____

Parent/Guardian Name (Print): _____

Signature: _____

Date: _____