



learning grove

Before and After-School
Program
Parent Handbook

2025 - 2026

Table of Contents

Program

Overview

SAS Locations

Enrollment

Schedule

Attendance, Supervision, and Ratios

Parent Communication

Environment

Curriculum

Licensing and STARS

Health and Safety

Health and Safety Overview

Kentucky Child Abuse Reporting

Well Child Checks

Emergencies

Positive Behavior Supports

Prohibitive Behavior Management Techniques

Discipline Procedures Chart

Financial

Fees

Fee Structure

Invoicing and Payments

School Age Services: Overview

At Learning Grove, our driving passion is providing the best child care and education for your children. It is our goal to provide the support that helps your family thrive and to grow the community we all share, together.

Since 1986 Learning Grove School Age Services (SAS) has offered quality programming for the school age child and serves many elementary schools on-site throughout Northern Kentucky. Programs participate in Kentucky's quality rating system, Kentucky All STARS and holds a great number of quality ratings. School Age Services offers a wide variety of options for full or part time care that are convenient, quality-oriented, and affordable. The learning and fun continue in out of school time with friends in a familiar place. In addition to providing a safe and happy experience, there is active learning to promote social emotional skills, recreational reading, service learning, health/fitness and more.

Before -School Program

Before School care is a morning program designed to meet the needs of parents whose schedule requires child care before school starts. The programs operate on site from 6:30 or 7:00am daily (depending on location) until the start of school.

After- School Care

After School care begins at the end of the school day and is open until 6:00pm daily. Activities follow a planned curriculum that facilitates enhanced learning beyond the school day through recreational activities, games, and projects. Children receive a healthy snack and have time for physical activity/fitness and homework daily. A Social Emotional Learning (SEL) environment builds confidence and academic skills are strengthened in a fun format through enrichment activities in STEAM (Science, Technology, Engineering, Art and Math).

Staff

We believe that the employees of Learning Grove have a great opportunity to make a real difference in the lives of children and their families.

Therefore we,

- Recruit and retain a staff dedicated to and skillful in implementing the organization's mission.
- Support staff through high quality training, strong team development, and creating environments where all staff feel valued and respected.
- Pilot innovative best practices in family-centered child care.
- Seek new opportunities to provide high quality services.
- Advocate for all young children and their families at regional, state, and national levels.

On Site Directors have a minimum of a High School Diploma and experience OR an Associates Degree. Instructional Assistants have experience and are participating in ongoing training experiences (for the purposes of this checklist the term "instructor" will be used).

All staff understand and value the importance of friendships amongst children. The role of the instructor is to support, motivate, facilitate, and supply materials that foster social competency. Children need adequate unstructured time to socialize with friends and free choice time to explore.

All staff are specially trained in the care of the school age child and participate in on-going professional development activities. Staff are also required to have a full security clearance and background check and are certified in First Aid/CPR.

Approved By: L. Wright, March 2025

Children

School age children must adhere to schedules and conform to norms and behavior expectations throughout the program day. While before and after school have behavior expectations, children are not forced but rather encouraged to participate in activities and use the resources and materials provided. The after-school environment allows children the opportunity to relax, refocus and de-stress.

Families

The role of the family is valued, and the program is planned to allow for daily communication and ongoing parent engagement activities.

The Learning Environment

The aesthetics in the environment reflect sensitivity to the fact that school age children spend most of their waking hours in a school setting. The school day space is transformed into a child centered space that is soft, inviting, and comfortable. The program space allows for child voice and choice through learning centers and special interest activities. All aspects of the program, including the environment, the materials available to the children, the interactions with children, families, school day staff and instructors are infused with a culturally sensitive perspective and are free of stereotypic implications.

Lesson plans and schedules are posted and followed and also allow for flexibility to follow the interest of the children served.

Supervision and Visitors

Children are to be under Learning Grove staff supervision at all times. School Age programs are licensed by Kentucky Department of Child Care and must adhere to licensing rules regarding supervision. Although the program is located within a school building, school day staff cannot be left in ratio with children after school hours. Parents may visit the program at any time, visits from other family members must be arranged in advance and visits are to the discretion of the instructional and supervisory staff. No personal visitors are permitted to the program.

Non-Smoking

Smoking is not permitted during the program or on school property.

Materials

All equipment and materials indoors and outside are in good repair. Furniture, floors, bathrooms, shelves, and program materials are cleaned and sanitized regularly – by staff or by janitorial service.

Medication

Programs will administer emergency medications if prescribed i.e. inhalers or epi pens. We do NOT dispense non-emergency medication at the School Age Programs. If a child is due for medication at or around dismissal time, families may need to contact their physician about changing the time the child receives medication or have it dispensed by the school clinician after the school day starts or prior to school ending.

Food and Nutrition

Nutritious snacks are given to the children during the time they are at the program – no extra food is given to the children for any reason (beyond providing special diets for those children who must have them). Treats brought by parents may be provided for a special occasion or sent home with each child at the end of the day.

Snack from Home

The afterschool programs serve a snack each day during programming. Snacks must follow the required food service guidelines. All children in the center shall be offered the same food items. The only exception shall be written permission from a parent or physician.

Treats brought by parents may be provided for a special occasion and sent home with each child at the end of the day.

Required Food Service Guidelines:

1 serving from 2 out of 4 categories:

- Milk
 - Meat or meat alternative (peanut butter, cheese, yogurt)
 - Fruit, vegetable, or 100% juice
 - Whole Grain
- 1. Milk**
 - 1% milk must be served, 8 oz. (1 cup) per serving
 - 2. Meat or Meat Alternative:**
 - Yogurt served to children shall have 23g or less of sugar; use serving size on packaging
 - Cheese must be listed as natural, pasteurized cheese; use serving size on packaging
 - 3. Fruit Juice:**
 - 100% juice only; use serving size on packaging
 - 4. Whole Grain:**
 - On the ingredient list, the first ingredient must be listed as a whole grain; use serving size on packaging
 - Approved Cereals are Kix, Cheerios (regular only), Rice Krispies, Corn Flakes

Allergies

Parents should notify staff of any allergies their child may have. School age programs are in shared space; therefore we cannot guarantee the program will be free of allergens that could cause a reaction. If your child has a severe allergy, please contact the Director of Program Operations so that appropriate action can be taken.

Transportation

The before and after-school programs do not provide transportation. Families must make arrangements to get child(ren) to and/or from the program each day. Employees are not permitted to transport children in the program (other than their own.)

Materials From Home

Families are asked to monitor what their child brings to the center. We ask that children do not bring toys, electronics, or cell phones. Learning Grove is not responsible for lost or stolen items.

Parents are asked to see that children do not bring food to the program. Adequate snacks are provided in the afternoon.

School Age Services Program Locations & Contacts

<p>General inquiries, enrollment, and billing Diana Elliott 859-431-2075 delliott@learning-grove.org</p>	<p>Director of School Age Services Laura Wright 859-431-2075 lwright@learning-grove.org</p>
<p>Before and After-School Programs (Operational August – May): *Program cell phones are only operational during program times and are to be used to directly contact program staff regarding drop off / pick up; staff on site are in ratio and must maintain focus and attention on children</p>	
<p>Erpenbeck Elementary 9001 Wetherington Blvd. Florence, KY 41042 859-750-4441</p> <p>Before School Supervisor: Rose Donahoe Hours: 6:30am-8:45am rdonahoe@learning-grove.org</p> <p>After School Supervisor: Madison Gillum Hours: 3:30pm-6:00pm mgillum@learning-grove.org</p>	<p>Kelly Elementary 6775 Mc Ville Rd. Burlington, KY 41005 859-750-4630</p> <p>Before School Supervisor: Rose Donahoe Hours: 6:30am-8:45am rdonahoe@learning-grove.org</p> <p>After School Supervisor: Madison Gillum Hours: 3:30pm-6:pm mgillum@learning-grove.org</p>
<p>Longbranch Elementary 2805 Longbranch Rd. Union, KY 41091 859-750-4676</p> <p>Before School Supervisor: Rose Donahoe Hours: 7:00am-8:45am rdonahoe@learning-grove.org</p> <p>After School Supervisor: Madison Gillum Hours: 3:30pm-6:00pm mgillum@learning-grove.org</p>	<p>New Haven Elementary 10854 U.S. 42 Union, KY 41091 859-750-4736</p> <p>Before School Supervisor: Rose Donahoe Hours: 6:30am-8:45am rdonahoe@learning-grove.org</p> <p>After School Supervisor: Madison Gillum Hours: 3:30pm-6:00pm mgillum@learning-grove.org</p>
<p>Steeplechase 12000 Grand National Blvd. Walton , KY 41094 859-TBD</p> <p>Before School Supervisor: Rose Donahoe Hours: 6:30am-8:45am rdonahoe@learning-grove.org</p> <p>After School Supervisor: Madison Gillum Hours: 3:30pm-6:00pm mgillum@learning-grove.org</p>	

After School Programs (Operational August – May):

*program cell phones are only operational during program times and are to be used to directly contact program staff regarding drop off / pick up; staff on site are in ratio and must maintain focus and attention on children

Beechwood Elementary

54 Beechwood Rd.
Ft. Mitchell, KY 41017
859-750-4195

Supervisor: Shonda Griffin
Hours: 2:45pm-6:00pm
Sgriffin@learning-grove.org

Blessed Sacrament Elementary

2407 Dixie Hwy.
Ft. Mitchell, KY 41017
859-750-4248

Supervisor: Shonda Griffin
Hours: 2:00pm – 6:00pm
Sgriffin@learning-grove.org

Crittenden – Mt. Zion Elementary

270 Crittenden-Mt. Zion Rd.
Dry Ridge, KY 41035
859-750-4379

Supervisor: Madison Gillum
Hours: 3:30pm-6:00pm
mjillum@learning-grove.org

St. Agnes

1322 Sleepy Hollow Rd.
Ft. Wright, KY 41011
859-750-5110

Supervisor: Rose Donahoe
Hours: 3:00pm-6:00pm
rdonahoe@learning-grove.org

St. Pius X Elementary

348 Dudley Rd.
Edgewood, KY 41017
859-750-3549

Supervisor: Shonda Griffin
Hours: 1:45pm-6:00pm
Sgriffin@learning-grove.org

Enrollment

Enrollment Process

Learning Grove School Age Programs have an open, year-round registration. Space is limited as per licensing capacity and staffing; students are enrolled on a first come first served basis. To enroll families, complete the enrollment packet in its entirety and return with immunization records and the \$25 PER FAMILY non-refundable registration fee (checks payable to Learning Grove, or call-in payment) to delliott@learning-grove.org. For families participating at parochial school location and additional \$100 per family facilities fee will also be assessed at the time of enrollment. Allow 3 business days for paperwork to be processed. Families will be contacted to confirm a start date, children may not participate until all paperwork is complete and returned.

Enrollment forms are located at program sites and available upon request. Enrollment forms can be returned directly to on-site staff or emailed to the Billing and Enrollment Specialist. Every child must have a completed enrollment form in order to attend any of our programs. Families must enroll every year. Up to date information is maintained for each child enrolled in the program. This information is kept in a locked file cabinet and is available only to authorized individuals.

Withdraw

If a family chooses to withdraw their child from the program, a two-week written notice is required. Confidentiality

Records of all children are confidential and only staff and referral agencies may have access. A file may not leave the designated area without approval. A staff member may be dismissed for discussing children outside of the program, staff, or referral agencies.

Waiting List

Once the program has reached its enrollment capacity, a waitlist is maintained per site. As application must be complete and on file for children to be on the waitlist. Alternative after-school options will be given to families that do not wish to be placed on the list.

Eligibility

Before and After-School Programs: Children aged 5 (enrolled in Kindergarten) – 12 years old are eligible to participate. Must attend the school in which the program takes place. Children must be potty trained; the program is not licensed to provide diapering. Children must be able to be successful in a 1:15 ratio. Financial accounts must be in good standing.

Inclusion Policy

Learning Grove celebrates the diversity within our community and welcomes the inclusion and participation of children with special needs or chronic handicapping conditions as can be reasonably accommodated with the resources available to our programs. In implementing this policy and in recognition of the provisions, spirit and intent of Title III of the Americans with Disabilities Act, Learning Grove programs make reasonable accommodations to promote the inclusion of children with special needs or chronic handicapping conditions.

If a parent indicates at the time of enrollment that their child has a special need or chronic handicapping condition, the Director of School Age Services will do an initial screening to determine whether special accommodations are needed for the participation of that child in the program. If determined a more extensive evaluation involving Learning Grove Central Office personnel or other designated parties as necessary will be performed.

If a parent fails to disclose the presence of a child's special needs or chronic handicapping condition at the time of enrollment, Learning Grove reserves the right to hold that child to same standard of conduct and behavior as the other program participants.

Participation and inclusion of children with special needs or chronic handicapping condition will be evaluated on an individual basis, and the evaluation may consider the following elements:

- The strengths as well as the limitations of the child.
- Focus on the safety, well-being and best interest of the child and others in the program. As with all children in Learning Grove programs, the desired outcomes for participation of children with special needs or chronic handicapping condition are enhanced physical, personal, social, and emotional development.
- The adaptive skills of the child; psychological and emotional issues; physical health/safety issues; and environmental consideration.
- Assess the support needed by the child to participate successfully in the program and the availability of resources within the program to provide these needed supports.

The evaluation will be conducted by the program Director and/or designated Central Office personnel in collaboration with program staff and others as deemed necessary.

The decision regarding reasonable accommodations to meet the needs of the child will be made by the evaluation team.

Child Custody

Documentation regarding special circumstances around custody agreements must be on file at the program. The program will always adhere to court issued documents provided by the parent/guardian and will only release a child according to a custody agreement if applicable. The program cannot refuse to release a child to a custodial parent without a court order.

Transitions

For children that are transitioning into the before/after-school program, the Supervisor calls or emails to orient families by providing information about policies and procedure. The parents and Supervisor go over the general transition plan and any needed adjustments are made at this time. The Supervisor will also work with the Instructional staff and students to discuss and implement.

Program Schedule

Schedule and Structure

Each program has a daily schedule that designates time for snack, recreation, homework, group activities and free choice. The schedule is routine, posted and clearly communicated each day. Changes to the schedule are communicated with as much advance notice as possible and provide the why for the change. There is ample time for children to freely explore, discover and complete tasks chosen from among available options in the classroom. This time is not directed by adults. Interruptions are limited to times when groups move to outside/gross motor activity or snack.

Sample Schedule

Before-School Program

6:30	Program Opens
7:00	Center Based Play
8:30	Transition to School Day

After-School Program

2:30	Check in and Snack
3:15	Activity
4:00	Homework Support
4:30	Gross Motor
5:00	Child Selected Centers
6:00	Clean Up and Dismissal

Outdoor Play and Safety

The outdoors is an extension of the program space. Children will play outdoors daily throughout the year when temperatures and wind chill allow. Parents can assure their comfort when outside by providing appropriate outdoor clothing.

Due to staffing demands, children are not allowed to stay inside while the group is outside.

When outdoors, staff should position themselves to see all areas of the outdoor environment to assure the safety of the children. All areas of the outdoor play area must be supervised. Staff are to be actively involved with the children.

When taking the children outside, quickly scan the area for any safety issues and correct, if possible. If unable to correct, they limit use of the playground to areas where children can play safely and report the problem to the Supervisor.

Inclement Weather Policy

Before -School Program

If the school is on a delay, the Before School Program does not operate.

After -School Program

In the event that school dismisses early due to weather or other emergency, the after-school program will be cancelled. Families are responsible for contacting the child's school prior to the early dismissal to make transportation arrangements.

In the event the school does not dismiss early the after-school program will be in session unless the school closes the building and requires all persons vacate the premises. If the program remains open and if weather conditions are worsening, we ask families to make every attempt to pick up children as soon as possible so that our staff can get home safely.

Early Release Days

In the event a school has an early release day, the after school program does not operate.

Program Closures

The school age program will be closed on days that the school is closed.

Attendance, Supervision and Ratio

Supervision of Children

Supervision includes being aware of and responsible for the activity of each child and being near enough to respond and reach children immediately. This includes responding to the child's basic needs and protecting them from harm. KY Licensing regulations require that children are supervised with sight or sound. Supervision for short intervals by listening is permissible for children while in the bathroom.

Staff to Child Ratios

Licensing requires staff to child ratios to be no higher than 1:15 (adult:child) and a group of no more than 30 children can be together in the same space at any time. For programs that serve more than 30 children, the program space for each group must be distinct and clearly defined.

Attendance and Tracking

Children's attendance must be time stamped in and out with staff/parent initials as they arrive and depart from the group. Attendance sheets must be present with the group and current at all times. Staff is responsible for children signed into their care during program hours. If children switch groups, changes must be indicated on the attendance sheet.

Arrivals and Departures / Dismissals

Access to programs is limited to those who have a purpose for being there. Staff assure safe arrival and departure of all children, and release children only to those who have been authorized by the parent.

Staff ensure children's attendance is recorded on the daily attendance record upon arrival and dismissal.

Before- School

Parents are expected to bring their child into the building and see that they are under supervision of the instructor before leaving the program. It is mandatory that the parent sign in each day. Children can be dropped off anytime between opening of the program and the start of breakfast provided by the school. If a child is not in attendance for 3 days without reason the parent/guardian will be contacted by phone.

At the time of dismissal to school, children will be signed out by program staff.

After- School

Children are dismissed from the school day to the after-school program at the end of the school day (time varies by school served) by the school staff and signed in by an after-school staff member. If a child is not in attendance as expected and the school staff cannot determine the child's whereabouts, the parent will be contacted immediately by phone.

At the time of after-school dismissal, children must be signed out by an authorized contact listed on the Authorization to Release Child form. Authorized contacts must be at least 18 years of age. Children must be signed out daily when departing from any part of the program for the day, and the authorized contact MUST contact a staff member. The program does not permit children to walk home.

Children must be picked up by 6:00 p.m. daily.

In the event that a child is not picked up at the closing of the program, the staff will attempt to contact the parents at the phone numbers on file. In the event a parent cannot be reached staff will call emergency contact numbers until contact has been made and a dismissal plan is confirmed.

Release Policies

Every effort is made to provide a safe and secure environment for children. Families must pick up their children in the school building. Children are released only to those listed on the Authorization to Release Child form. If the adult picking up the child is unfamiliar to staff, the adult is required to show a valid driver's license for identification. Parents will be notified if a non-authorized adult arrives to pick up their child. If a previously non-authorized adult will be picking up, a parent must notify the program in advance via written permission or phone confirmation with program supervisor or on-site director. Learning Grove staff reserve the right to refuse pick up to anyone who cannot be identified. Children are not allowed to leave their groups without permission and must always be in direct supervision of a staff member.

If a child has not been picked up by 6:00 p.m. and a parent has not made contact, the on-site director should contact the family to confirm by whom the child is being picked up and an anticipated time. In the event program staff are unable to contact the parent and emergency contacts listed immediately call the program supervisor. Staff are required to stay with children until they have been picked up.

Late Pick Up

Pick up is no later than 6:00pm daily. A fee of \$1.00 per minute, per child, will be charged to the family for the time the child remains at the program after the closing of the program. This fee is due at the time of pick up.

School Sponsored Activities

Children are permitted to participate in school sponsored activities taking place during after-school program hours. Parents need to complete a School Sponsored Activities Permission Slip with program staff detailing the activity, days, times, date range and location with the school building that the activity will take place. In the event a child is picked up from the after-school program for the activity, an authorized pick up person will need to be designated by name. The activity provider is responsible for picking up and returning the child to the licensed school age childcare program. During the time the child is in activity programming they are not under the care of the licensed childcare program.

Parent Communication and Concerns

Parent Communication

Learning Grove is committed to family-centered practice. This means that we place the highest value on collaborating with families to achieve the optimum development of children. Staff are encouraged to set aside some time each day to talk with the parents so that parents remain informed. Instructors must remain in ratio and actively supervising children.

In addition to in person communication at pick up and drop off parents can contact the program directly by phone and text. The program phone is operational during program hours and messages will be returned in a timely manner. Parent conferences are available on request. In person or virtual meetings can be set up for more in-depth conversations.

Parents can also contact the Billing and Enrollment Specialist and Director of Program Operations at 859-431-2075.

Parent Involvement

Families are always welcome to join our program. We invite families to participate in activities and parent events.

Resolving Parent Concerns

One component of family-centered practice is to develop and implement procedures for effectively resolving parent concerns and questions. In order for us to respond quickly to parent concerns, we provide the following procedures:

- If the issue is program specific, please first attempt to resolve the issue with the instructor in the program. Please note, instructors must remain in ratio and actively supervising children. If a staff member is unable to meet with a parent immediately, an appropriate time will be scheduled.
- If the issue is not satisfactorily resolved at that level, or if the issue is a larger concern, please bring it to the attention of the Supervisor.
- If the issue remains unresolved, please contact the Learning Grove Kentucky Office at 859-431-2075 and speak with the Client's Rights Officer (CRO).

School Age Services: Environment

The school age environment reflects the interests, abilities and needs of the children enrolled. Repeated exposure to a variety of learning experiences supports brain development. The arrangement of materials, schedule and materials in the program are designed to activate and support learning success. Children's surroundings and interactions should be challenging and stimulating.

School age spaces are often shared within the school and the ability to adjust the environment including furniture and materials for program use may be limited. A sufficient number of appropriately sized tables and chairs must be made available.

The space represents a child centered area in which they can move freely and that considers the interest of the children served. As best as possible, elements that represent a school setting are removed. The entire space looks, feels, smells clean – it is free of clutter – it has a “homelike” feel. Environment includes soft elements –soft chairs, rugs, and pillows. The environment allows for independent work and group work, space where children can gather and talk, and a quiet/alone space.

Whenever possible, furniture is arranged to create a child centered space. Rugs, pillows, and modular furniture are used to create a well defined after school program space and create distinct interest areas. Interest areas are defined, separating noisy/quiet, wet/dry and arranged to create a clearly defined traffic pattern and ease of supervision. Each interest area has sufficient space for children to explore and use materials – adequate, protected block building space, carpeted spaced for use of puzzles, manipulatives, etc., tables for math games, writing and art, dramatic play space, etc.—as the focus of various centers changes, the materials and space allowance change accordingly.

Storage baskets are provided for personal belongings.

A quiet/alone space is available with soft objects and surfaces – could be a large box, a corner, etc.

Greeting area/parent board is near entry and next to the storage baskets – it is inviting and located where instructors can greet and help children and parents with arrival and departure transitions.

Learning areas are located close together, and quiet spaces for homework and relaxation are provided.

There is some undefined open space for children to spread out and play. This area invites creativity and gives children control over the environment.

Curriculum

The goal of the curriculum framework is to help children in the acquisition of age-appropriate concepts and skills as well as supporting the development of critical thinking skills. We believe that through a curriculum based on a constructivist philosophy, children will have opportunities to construct new understandings and knowledge through planned activities and interactions among children and adults.

To this end, we seek to:

- Plan integrated topics of interest or areas of content that provide meaningful context for children to build new concepts based on previous knowledge and experiences.
- Allow children ample time and scaffolding to construct understandings related to concepts and skill development.
- Model and support children's creative and critical thinking skills.
- Encourage children's efforts to increase their involvement and persistence in daily activities and routines.
- Promote and support healthy social and emotional development in order to impact positive behaviors and interactions within the classroom.

In a constructivist environment:

Children will have time to move independently around space choosing activities and engaging in meaningful play.

- Children will have many opportunities for positive peer and social interactions throughout the program.
- Children will be encouraged to ask questions, try out hypothetical solutions, take risks, and challenge existing understandings without fear of being wrong.
- Children will have opportunities to learn from both adults and peers in the classroom.

Curriculum

Learning occurs when trusting relationships have been established and when developmentally appropriate activities encourage mastery and offer challenges. The before and after- school programs use three elements in our curriculum: Learning Grove Curriculum which empowers students to look around and consider what they can do to make the world a better place, Kids Lit, and special interest activities. The curriculum is aligned with Kentucky Early Learning Standards and standards are included on activity plans.

Activity Plans

School Age Leadership curate monthly curriculum and activity packets. With this, staff create weekly activity plans based on the interests and needs of both individuals and the group overall. Activity plans are posted on the parent board and followed within reason allowing for flexibility in learning based on emergent interests and issues that arise within the program. Staff should note why the activity deviated from the posted plan.

Planning

Activity planning is essential to achieve high quality school age programs. Changes in the materials/interest areas are made gradually-- always leaving much of the familiar and introducing new and novel opportunities gradually. Gradual change is less stressful for children and leaving materials out for long periods of time offers opportunities for mastery. Staff have planning time prior to programming and at the conclusion programming each day.

Homework in After-School

Homework continues to be an integral part of the school experience for most children and meaningful homework assistance can be an effective tool for promoting long term student success and college and career readiness among many other benefits. Learning Grove believes that homework assistance should be structured as part of the daily routine of the program, with dedicated time, space, materials, and interactions. Staff will speak positively to children regarding homework and will encourage children to take advantage of homework assistance opportunities to complete the work while in the program. It is also important for families to take into consideration that staff will support homework to the best of their ability within adherence to program schedules and the needs of the group, it is the responsibility of the parent to ensure homework has been completed and prepared for the following school day.

KY Licensing and All STARS

The school age programs are licensed by Kentucky Division Regulated of Child Care. As such, the programs meet or exceed all state operational standards for child care. The child care license is displayed on the parent board at each program. Child care licensing rules are available for review at the family's request. The licensing record, compliance report forms, complaint investigation reports, and evaluations from building and fire inspections are available for review on site.

Programs participate annually in an unannounced site visit by a surveyor with the Division of Regulated Child Care (DCC) where they will review required documents and health and safety compliance. Supervisors will notify teams of anticipated window for the site visit and help prepare the site in advance. DCC has the right to visit and review a licensed program unannounced at any time.

The school age programs participate in the Kentucky All STARS program. It is the aim of Learning Grove School Age team that all programs are adhering to the highest quality standards and achieving and maintaining high quality ratings. Programs aim to achieve and maintain a 4 Star rating which considers staff interactions, program environment, curriculum and learning. Site teams will be supported by Supervisors and the Director of Quality and Compliance in obtaining and maintaining quality ratings.

Health and Safety

Learning Grove is committed to providing a healthy and safe environment for children, families and staff within all programs. The agency meets all childcare health and safety standards issued by The Cabinet for Families and Children, Division of Regulated Child Care for Licensed Type 1 Facilities. Staff are required to abide by all safety standards and to attend any mandatory trainings.

Hand Washing

Handwashing is a vital element in the health of employees and children. Handwashing will occur throughout the day: upon arrival at the program, after using the restroom, before meal and food preparation, before and after eating, after outdoor play, and other times as needed.

Staff follow proper hand-washing procedure (as described in childcare licensing rules), before handling any food or meal preparation materials, before cooking experiences, after helping child with toileting, using a tissue for self or with a child, and when hands are visibly soiled.

Cleaning and Disinfecting

Employees are responsible for the care of the program space. One of the most important aspects of childcare is the development of clean and organized space. An instructor is responsible for sanitizing the areas that children occupy on a daily basis. Instructors are responsible for daily sweeping and sanitizing of tables and toys, overall organization of the program space, and eating areas. All cleaning materials must be kept out of the reach of children.

Blood Borne Pathogens Training

Staff members receive annual training in Standard Precautions in handling exposure to blood and potential blood containing body fluids and injury discharges.

Incident Report

Incidents with injuries such as falls, nose bleeds, bumps or bruises require that staff complete a Learning Grove Incident Report outlining what happened, who witnessed it and other information. Parents are asked to sign the Incident Report and let program staff know if their child will see a doctor or be taken to the emergency room, followed up with information about the outcome and extent of the injury. If an incident of a serious nature should occur, requiring medical attention or emergency services, staff will contact their Supervisor and Director, the parent and call emergency care if needed. All staff are trained in CPR and First Aid. All incidents requiring medical attention must be reported to licensing within 24 hours by the Director of Quality and Compliance and reported to Learning Grove VP of Program Services and Director of Special Projects – Finance.

Emergency Transportation

An emergency transportation authorization form will be filled out upon enrollment for transportation of the child to the necessary medical or dental emergency care source. In the event emergency transportation consent is not granted, families must meet with the supervisor to discuss their specific concerns. The program reserves the right to refuse to enroll a child if the emergency transportation authorization is not signed.

Staff Health

All staff members have a form filled out by their primary care provider stating that they are physically fit to work in childcare (**OH**), and require a negative Tuberculosis test every two years, or a chest x-ray every five years based on state regulations (**KY**).

First Aid and CPR

It is Learning Grove's policy that all staff members are required to have current certification in pediatric First Aid and CPR within 60 days of hire.

Child Abuse Training

All employees are required to have child abuse training. All representatives of Learning Grove, including employees and volunteers, are required by agency policy and state law to report any instances of suspected child abuse or neglect.

Child Abuse Reporting - KY

By law, all program staff and administrators are required to report suspicion of child abuse and/or neglect to authorities.

Child Abuse or Neglect Reporting Requirements

The law states that it is the duty of anyone who suspects or has reasonable cause to believe a child is dependent, neglected or abused to report his or her suspicions to authorities.

KRS (Kentucky Revised Statute) 620.030 states that “any person who knows or has reasonable cause to believe that a child is dependent, neglected, or abused shall immediately cause an oral or written report to be made to a local law enforcement agency or the Kentucky State Police; the Cabinet or its designated representative; the Commonwealth’s attorney or county attorney; by telephone or otherwise.”

Our staff is mandated by law to comply with this statute.

Children and Parent Rights PURSUANT TO KRS 199.898

- All children receiving childcare services in a day care center licensed pursuant to KRS 199.896, a family child care home certified pursuant to KRS 199.8982, or from a provider or program receiving public funds shall have the following rights:
 - The right to be free from physical or mental abuse;
 - The right to not be subjected to abusive language or abusive punishment; and
 - The right to be in the care of adults who shall meet their health, safety, and developmental needs.
- Parents, custodians, or guardians of these children specified in subsection (1) of this shall have the following rights:
 - The right to have access to their children at all times the child is in care and access to the provider caring for their children during normal hours of provider operation and whenever the children are in care of the provider;
 - The right to be provided with information about child care regulatory standards, if applicable; where to direct questions about regulatory standards; and how to file a complaint;
 - The right to file a complaint against a child care provider without retribution against the parent, custodian, guardian, or child; and
 - The right to review and discuss with the provider any state reports and deficiencies revealed by such reports.
- The child care provider who is licensed pursuant to KRS 199.896 or certified pursuant to KRS 199.8982 shall post these rights in a prominent place and shall provide a copy of these rights at the time of the child’s enrollment.

Child Abuse or Neglect Reporting Procedure

If a program staff member or administrator suspects that a child in our care is experiencing child abuse or neglect, they are required to report it immediately to the Kentucky Cabinet for Health and Family Services Child Abuse Hotline by calling 1(877)597-2331. Child abuse and neglect can also be reported in Kentucky by using the following website:

<https://prd.webapps.chfs.ky.gov/reportabuse/home.aspx>

The staff that suspects the abuse is required to participate in the reporting process. Staff keep the Supervisor informed regarding the reporting process, including making the supervisor aware that a report will or has been made. The Supervisor provides support to the staff person during the reporting process and may participate in the reporting process directly.

What to Report

There is a lot of information that officials receiving a child abuse report would like to have. The more information officials have, the better they will be able to help the child. But it is better to report their suspicions with the minimum amount of information needed by officials than it would be to wait until more information can be gathered.

That information can be divided into two categories:

“Need to Know” Information

- Child’s identity: name, sex, and approximate age
- Person believed to be responsible for the abuse or neglect, if the person is known
- Nature and extent of the abuse/injury, neglect, or threatened harm
- Where the child can be found (day care, school, home address, etc.)
- Any immediate risk to child OR to a worker going to investigate (e.g., guns in the home)
- Name and address of the reporter (optional, but strongly encouraged)

“Helpful to Know” Information (but not essential to make a report)

- What happened to the child and when?
- How do you view this situation and what firsthand knowledge do you have?
- What are the names and address of the parents or caretakers?
- Have you been involved with the family or have you attempted to work with them on the problem?
- How did the parents respond to any attempts to help?
- Are there others who have information which may be helpful to the investigation?

School Age Services: Well Child Policy

Well Child

To ensure a healthy, safe environment at the program for all children, efforts are made to keep the spread of communicable diseases to a minimum. If a child becomes ill while at the program, all efforts are made to keep the child away from the other children to minimize the risk of exposure until the child is released to an authorized adult. Parents will be notified of outbreaks of contagious illnesses that occur.

Children may not be admitted or permitted to stay at the Program if they exhibit any of the following symptoms:

- fever of 100.4 degrees or above
- skin rashes that have not been treated by a physician
- diarrhea (more than 2 unexplainable loose stools)
- vomiting
- conjunctivitis (pink eye)
- presence of head or body lice, nits, bedbugs, and/or other parasites
- yellowish skin or eyes
- severe or persistent coughing
- rapid or difficult breathing
- earaches
- severe head cold
- other evidence of infection
- general listlessness

Children may be re-admitted:

- After 24 hours symptom-free or with a physician's statement indicating it is safe to readmit your child to the program, provided that the child is free from communicable disease
- If visibly free from communicable disease such as fever (without fever reducing medicine), diarrhea, vomiting for at least 24 hours and back on a normal diet.
- If returning to the program poses no risk to the other children.

When a Child Becomes ill During Programming

Children who are ill are sent home as soon as possible. When a child exhibits symptoms that may indicate an illness that requires exclusion, the child is to be separated from the group. Programs will provide a mat for the child to rest on; separate from the group and within supervision of staff. Parents are notified and the child remains until an approved person can pick up the child. **Children are never to be left alone or unsupervised by a staff member.**

Communicable Disease Notification

In the event that a child contracts a communicable disease, the parents of all children who have been exposed and the school within which the program takes place will be give written notification as soon as possible by the Director of Program Operations.

Approved By: L. Wright, March 2025

Emergencies

Staff take appropriate steps to ensure children's safety. Should an accident or emergency occur, staff are to follow all program emergency plans. Staff have access to working phones during program hours. The Supervisor is to be notified immediately in the event of an emergency. Staff members remain calm, reassure the children, and follow the center procedures for evacuation of the building.

Emergency Contacts

A list of children's emergency contact information is kept with program staff at all times. When a new child enrolls in the program, the staff member adds emergency contacts to the list. Parents are asked to keep contact information in My Procure updated at all times as well as notifying program staff to any changes.

General Emergencies

In case of a general emergency (any threat to the safety of children due to environmental situation or threats of violence, natural disasters, loss of power, heat, or water) the Supervisor will assess the situation.

For natural disasters, such as fire or tornado, evacuation routes and secondary locations will be used to ensure the safety of children. Children will be escorted to their designated area. A staff person is assigned to keep in contact with the weather station and attendance is taken. Fire extinguishers are located as per the requirements of the Fire Department. Doors are clearly marked for fire exits.

For loss of power or heat, building temperatures must range from 65 – 85 degrees. If unable to maintain this comfort level, parents will be notified to pick up.

Loss of water will result in parent notification to pick up.

The program will be secured (locked) for threat of violence.

Children will be supervised at all times and staff will maintain staff/child ratio.

In case of a serious emergency requiring immediate treatment, the life squad will be called. The parents will be called to meet the child at the hospital. Every effort will be made to have a staff member accompany the child and remain at the hospital until the parents arrive.

Emergency Numbers

Fire/Life Squad	911
Poison Control	800-222-1222
Police	911
Local Health Department	TBD by Location
Local Family and Child Services	TBD by location

Hospitals

Children's Hospital Medical Center	513-636-4200
St. Elizabeth (Florence)	859-212-5025
St. Elizabeth (Edgewood)	859-301-2000
St. Elizabeth (Covington)	859-655-8800
CHNK (Mental Health)	859-261-8768

Medical Emergency

Medical emergency procedures are specific to each program, and details are located on the back of the Parent Tri-fold board or licensing binder, and in the Emergency Preparedness Plan binder. The procedures are reviewed with new staff members and reviewed annually during staff orientation each August. In a serious emergency, the life squad will be called as well as the parents and when going for treatment, any applicable health and safety enrollment forms will be taken from the child's file.

Emergency Transportation

An emergency transportation authorization form will be filled out upon enrollment for transportation of the child to the necessary medical or dental emergency care source. In the event emergency transportation consent is not granted, children are not eligible to participate in the school age program. Learning Grove does not permit participation if families decline emergency transportation.

Response Procedures

Evacuation / Shelter In Place procedures are specific to each program and details are located in the Emergency Preparedness Plan binder on site. The procedures are reviewed with new staff members and reviewed annually during staff orientation each August. Families will be contacted as soon as all children and staff are secure in the evacuation location. Staff will have emergency numbers and attendance with them at all times.

Routine Drills

Routine safety drills are conducted on a continuous basis from August to May of each school year. Fire drills are conducted monthly. Lockdown, Tornado, and Earthquake/Disaster drills are conducted on a quarterly basis.

First Aid Kit

A First Aid Kit is available at each program. First aid kits are clearly marked and out of reach of children. First Aid Kits are reviewed monthly, and materials are replaced as they are used, expired, damaged, or if sterile packages are opened. Materials in the first aid kit adhere to licensed child care regulations.

Emergency Medication

Emergency / rescue medications will be dispensed by the program. Families must provide the emergency medication including a complete prescription detailing the child's name, DOB, name of the medication and dosage instructions. All staff are trained in First Aid including how to administer rescue medications including inhalers and Epi Pens. Families are required to provide appropriate documentation for the medication and train staff on how to provide the medication to their child. All emergency medications are stored in a lock box on site. Programs do not dispense routine medications.

School Age Services: Positive Behavior Supports

Learning Grove is committed to creating supportive environments where children can thrive. That commitment and basic respect for children and their parent is reflected in the ways in which we respond to children's behavior needs.

Discipline encompasses all the actions taken by staff to develop self-fulfilling, productive, and socially acceptable behaviors in children. Learning Grove staff are encouraged to use the following standards to create a caring environment that teaches children to act in responsible ways and to feel good about themselves and their environment:

Create a Supportive Environment

Children respond to their environment. An environment that is predictable and safe helps children explore their surroundings and cope with stress. The following practices help create a caring environment that teaches children to behave in responsible ways and to feel good.

- Create a physical space that children can depend on where they are safe from harm or injury.
- Change the room and arrange play/learning centers to help prevent problems (have toys in child's reach, provide appropriate space for activities, create quiet areas, etc.).
- Create a daily routine/schedule that meets the needs of the children (are they hungry, tired, over stimulated, in need of some active play, social time with peers, etc.).
- Maintain daily routine/schedule as much as possible and prepare children in advance when changes are anticipated.
- Be available to respond to children's needs and use the most strategic positions for maintaining supervision of children.
- Use words and a tone of voice which will help a child feel comforted and reassured.
- Provide encouragement when children are attempting new tasks.

Teach Social Emotional Skills

Help children develop self-fulfilling, productive, and socially acceptable behaviors. Most children develop age-appropriate social emotional skills by being in supportive environments with caring adults. By watching and imitating caring adults, children will observe and practice building relationships and managing their emotions.

- Use feelings words during day-to-day interactions, play, or while reading to children.
- Model curiosity with children by asking open ended questions that prompt thinking about how things work.
- Help the child verbalize feelings by identifying the emotions they are feeling (e.g., "I'm wondering if you are feeling angry"). Use these moments to expand their feelings vocabulary. If they say they are mad, expand by asking if they are irritated, or frustrated and define the words for them if needed.
- Encourage children's appropriate expression of emotions by role modeling or providing suggestions on how to cope. "When I feel mad I like to breathe deeply, do you want to try that with me?"
- Use natural and logical consequences to motivate and empower children to make responsible decisions about their behavior. Ask questions that will force them to use linier

logic, i.e. cause and effect or sequenced events, in order to make better choices. "What do you think is going to happen if you continue to run around the room?" Then, "So what are you going to choose to do."

- Give the child a choice only when you intend to leave the choice up to the child.
- State suggestions or directions in a positive way (what you want the child to do) rather than negative form (what you do not want the child to do). Rather than, "Stop pushing." Say, "Keep your hands to yourself."
- Give the child the minimum help in order that they may have the maximum chance to grow in independence but assist when the child needs it.
- Help children manage their own behavior by encouraging them to think about the effect of their actions and think about the consequences of their actions and become aware of other's feelings. "How do you think ____ feels right now?" If the child can't identify the emotions point out the cues the other child is giving to let you know how they are feeling both verbal and non verbal. "Look, his fists are balled up, and his face is red, what do you think that means?" "I heard her words, she asked you to stop, why do you think she is saying that?"
- Learning works best if it is part of a dialectic, a back and forth conversation. Take children's questions or concerns seriously and actively engage in their wonder.

Managing Challenging Behaviors

Children's feelings are often expressed through their behaviors. Understanding a child's emotions that are triggering the behavior helps adults to better respond to the child's needs and prevent problems rather than "mopping up" after a difficulty. Staff will:

- Provide guidance or redirection. Children who do not yet know how to self-regulate and rely on adults to give instructions on what "to do":
- Distract the child by turning the child's attention from the unacceptable behavior to a more acceptable one without directly confronting the child.
- Do not engage a negative behavior that appear to be attention seeking and is not doing any harm to the child, other children, or the environment.
- Provide time away. If the above methods are not effective, it may be necessary to separate the child. The child may rejoin the group as soon as he/she is able to conduct themselves appropriately in the group or setting. Give a clear expectation for what they need to do in order to rejoin the group. "When you have calmed yourself down, by not yelling, and not throwing things, you may rejoin the group." If they respond by saying they are ready, but they are clearly not, give them specific instructions on what they need to do. "Your words say you are calm, but your body does not because I see you are still crying, and yelling at me. When you are able to control your body you may rejoin the group."
- Mediate peer conflict using the Reframing Conflict Model. Use peer conflicts as learning opportunities. Give each child involved in the conflict an opportunity to tell their story. Label and validate any feelings that are expressed. Once they explain what is frustrating them, give a more open ended question, "What do you think we should do now?" This gives them an opportunity to figure out a solution to their issue making the conflict more of a learning experience.

Prohibitive Behavior Management Techniques

Learning Grove prohibits staff from the use of punishment that is inconsistent with the principles of positive discipline. The following forms of punishment are absolutely prohibited by staff in their interactions with children:

- Corporal punishment, including spanking.
- Cruel or severe punishment, humiliation, or verbal abuse.
- Coercive, frightening, or humiliating forms of behavior control.
- Denial/withholding of food or drink as a form of punishment.
- Ignoring the child.
- Punishing a group for the acts of an individual.
- Labeling a child “good” or “bad.”
- Punishment for soiling, wetting, or not using the toilet.
- Time out.
- Grabbing a child by the arm.
- Making comparisons between one child and another.
- Isolate and restrict a child from all activities for an extended period of time.
- Use negative words, humiliate, threaten, or frighten a child.

Review the list of additional restrictions mandated by the State of Kentucky Division of Child Care.

School Age Services: Discipline Procedures Chart

Discipline Procedures

Categories of Misbehavior	Consequences	Staff Response
Category 1:		
<ul style="list-style-type: none"> Disrespectful Disruptive Poor physical boundaries Refusal to follow directions Inappropriate communication Misuse of electronic devices Leaving group area without permission Threatening 	<ul style="list-style-type: none"> Redirection Staff / Student conference Supervisor / Student conference Removal of electronic device Time away from the group Parent contact Early program pickup 	<ul style="list-style-type: none"> Reframing Conflict Conversation Increased monitoring Redirection Distracting Call for support Communication with supervisor
Category 2:		
<ul style="list-style-type: none"> Fighting (verbal or physical) Profanity Damaging / Destruction of property Physical harm to self or others Stealing Sexual misconduct / sexual harassment Intimidation Leaving group area without permission Ongoing Category 1 behavior 	<ul style="list-style-type: none"> All of the above Parent Conference Suspension Behavior Support Plan Student moving classrooms -if applicable Referral to other programs 	<ul style="list-style-type: none"> All of above Behavior Log Report to Director Behavior Support Plan Debrief with supervisor Report to school representative
Category 3:		
<ul style="list-style-type: none"> Physical assault Sexual assault Chronic fighting Running from programming or trying to leave building Weapons on site Serious harm to self / others Illegal substances on site 	<ul style="list-style-type: none"> All of the above Expulsion 	<ul style="list-style-type: none"> All of above Reporting in Agency Report Form Debrief with supervisor / director

School Age Services: Fees

Learning Grove sets childcare fees that are shared with families at the time of enrollment. Fees are set based upon the market rate for providing quality childcare. Any fee change will be presented to families in writing and in the enrollment packet. Pricing details outlined in the School Age Fee Structure worksheet.

Fees

- Fees for school age services are reviewed annually.
- Part time rates are available for children attending 2 - 3 days per week. For on-site planning and invoicing purposes these days must be set in advance and consistent.
- Full time rates are for children attending 4 – 5 days per week.
- Learning Grove School Age Service is unable to offer childcare services for children needing care for one-day per week.
- The Billing and Enrollment Specialist is responsible for verifying the client's weekly rate.
- Changes to weekly rates due to changes in enrollment must be confirmed with the Supervisor at least one week in advance of the change and documented on the Add / Delete / Change form; the form is available upon request at programs. The Supervisor is responsible for communicating this change to the Billing and Enrollment Specialist to ensure the change is captured in Procure billing system.
- Families are responsible for their weekly fee even for weeks or days when a child is absent, credits are not provided due to illness, vacation, or unforeseen incident.
- Childcare credits are issued on day Learning Grove programming is closed.
- Families utilizing "days varies" do not receive credit on day Learning Grove programming is closed.
- Weekly Rates for families vary based upon registered days and tuition assistance.
 1. Clients eligible for Publicly Funded Child Care (PFCC) from a county or state assistance or contract program must present their enrollment approval or contract on the first day of attendance in the assistance or contract period.
 2. C-CAP vouchers include an amount reimbursed by (KY) and a copay amount that is the family's responsibility.
- Invoices are generated monthly for each family based upon enrollment plans and applicable fees and discounts as recorded in Procure. Invoices are sent via email through Procure by the Billing and Enrollment Specialist.

Days Enrolled

- To enroll, children must attend at least 2 days per week. Learning Grove does not offer single day programming.
- To fully benefit from Learning Grove School Age Services, it is encouraged that children attend at least 4 days per week.
- Supervisors, On-Site Directors and Lead Instructors are responsible for tracking attendance.
- Children's attendance is maintained through attendance logs which capture the times children begin and end programming each day.
- Families utilizing CCAP must provide a legible signature weekly verifying time in and time out is accurate on the State Attendance Record.
- The Billing and Enrollment Specialist tracks children's absences based on program attendance records. Parents are encouraged to inform staff of a children's absence.

School Age Services: Fees Structure

Before School Programs	
Sites:	Longbranch Erpenbeck Kelly New Haven Steeplechase
Days Attending	Fee
4 - 5 Days	\$55.00
2 - 3 Days	\$42.00

After School Programs			
Sites:	Boone County Beechwood St. Agnes Blessed Sacrament	St. Pius	Grant County Crittenden-Mt. Zion
Days Attending	Fee	Fee	Fee
4 - 5 Days	\$ 75.00	\$ 85.00	\$ 65.00
2 - 3 Days	\$ 55.00	\$ 65.00	\$ 50.00

Program Fees – Per Family	
Registration Fee	Facilities Usage Fee – Parochial Schools Only
\$ 25.00	\$ 100.00

School Age Services: Invoicing and Payments

Invoices for services are issued monthly by the 5th business day for the current month and are sent directly to families by the Billing and Enrollment Specialist via email. Fees are due weekly on each Monday for the current week's services.

Parent Portal

Learning Grove uses Procure as our enrollment management system. The online Parent Portal allows families track payments, view account balance, see and update family contact information and make online payments. To access the My Procure Parent Portal setup an account at myprocure.com.

Procedures for Payment

- Auto Payments can be set up using Tuition Express and can be made either through a bank account or credit card*. Please complete the Tuition Express Automated Payment Processing Form and submit to the Billing and Enrollment specialist at delliott@learning-grove.org. When setting up payments from a bank account, please submit with a VOIDED blank check.
- Online *credit card payments can be made using the My Procure Parent Portal.
- On-Site payments can be made directly to after-school staff. Program sites accept check and money orders, we ask that families limit the use of cash at program sites.
- Alternative payment schedules, such as bi-monthly or monthly payments, require a signed Payment Plan to be on file. Fees for alternative payments are due by the Monday beginning the service period.

*All credit/debit card transactions are subject to a 2% processing fee.

Publicly Funded Child Care Assistance

- For clients using county or state funding assistance approval of eligibility and coverage must be in place prior to start date.
- Clients using funding assistance are responsible for paying any portion of fees as required by county or state assistance.
- Clients must sign and return the DCC contract and provide a legible signature weekly on the State Attendance Record.

Past Due Accounts

- On the Monday following a non-payment a Delinquent Fees notice is to be emailed to client by the Billing and Enrollment Specialist.
- Families must pay past due amount and the current balance due (accrued on Monday) or have a written payment plan in place. Payment plans can be set up with the Program Supervisor or Director of School Age Services.
- If fees are not paid or a payment plan is not in place services may be suspended.

Accessing Tuition/Payment Information:

MyProcure is a parent portal that will allow you to make online payments, see previous payments, account balance, and see and update family contact information.

Setting up your account at myprocure.com (first time only)

1. You will need to verify your identity as an authorized payer by entering the email address we have on file. If you are unsure what email we have or if you don't have your email address on file please ask your center director for assistance.
2. MyProcure will send an email to the address with a confirmation code. Enter that code on the myprocure page and create a password.
3. You will use this email address and password to access your account in the future. If you forget your password you can use the "Forgot Password" feature at the top of the page to setup a new one (Learning Grove does not have access to password or the ability to reset the password).

Making a payment in myprocare:

1. Sign into your myprocare account at myprocare.com using the email address and password you just created.
2. You will see options to view reports (like previous statements), the ability to update your child's information/relationships/emergency contact info, and make a payment on your account.
3. Click the "Pay" button in the Account Balance box (your current balance will be shown in the Account Balance box).
4. Next, enter you credit/debit card information and the amount you would like to pay (there is a 2.00% fee charged for all credit/debit card transactions).
5. To save this card for future use simply select that option before submitting the payment.

