



PARENT HANDBOOK

WELCOME LETTER FROM THE EXECUTIVE DIRECTOR

Dear Parents and Guardians,

Welcome to Project One Love, Inc., where love, safety, and growth are at the heart of everything we do. We are honored that you've chosen to trust us with your child's care and development. Our programs are designed not only to support academic success but to nurture character, curiosity, and community spirit.

We believe that every child deserves a safe and joyful learning environment, and every parent deserves a trusted partner. Our dedicated staff, engaging activities, and inclusive culture reflect our mission: building a strong bridge between families, schools, and the community.

Thank you for being part of the Project One Love family. We look forward to an enriching journey together.

With heartfelt appreciation,

Emma M. Starks

Executive Director, Project One Love Inc.

TABLE OF CONTENTS

GENERAL PROGRAM DETAILS	3
(contact info, hours)	
LICENSING AND PROGRAM COMPLIANCE.....	5
MEALS.....	7
REGISTRATION PROCEDURES.....	9
BEHAVIOR MANAGEMENT.....	12
EMERGENCY/ILLNESS PROCEDURES.....	14
PAYMENTS & FEES.....	15
FAQ's.....	16

GENERAL PROGRAM DETAILS

MISSION STATEMENT

To encourage, empower, and enable our struggling youth to strive for success. To accomplish this mission, we must build strong networks within the community and develop dedicated teams committed to meeting the needs of our youth, as well as the community we serve.

OUR PHILOSOPHY & CORE VALUES

At Project One Love, we believe LOVE is the foundation of a child's development.

Our core values include:

- **Love** – Every child deserves nurturing care.
- **Growth** – We foster development in long-lasting relationships.
- **Respect** – We honor the individuality of every family.
- **Community** – We strengthen relationships between school, home, and neighborhood.

COMMITMENT TO PARENTS

Parents should expect that:

1. Your children are cared for in a safe, supportive, respectful, and healthy environment.
2. You may speak freely with staff or the Director about concerns related to your child(ren) or the program.
3. Behavior management will be fair, equal, and respectful of all children.
4. A variety of educational and recreational experiences will be available daily.
5. Communication between staff, parents, and the Executive Director will be open and accessible.

SPECIAL THINGS ABOUT OUR PROGRAM

Our program has a staff-to-child ratio of 1 adult for every 15 children. We strive to maintain a ratio of 1:12. The state recommends 1:15 for kindergarten students and 1:20 for grades 1-6. The fees cover all costs. There are seldom extra charges.

Your child(ren) will not watch television while in the program. Parents will receive notice regarding videos or movies scheduled for children to watch.

Our staff supports and works with the children during the quiet time for "Power Hour."
(Homework)

Our program is more than daycare. It is a social and educational enrichment program. In addition to active play and recreational opportunities, your child(ren) will also participate in school enrichment activities, tutoring and special activities.

EXPECTATIONS OF THE PARENTS

All Project One Love Programs expect the following from parents:

- Keep all enrollment information up to date, especially home, work, cell, and other emergency telephone numbers and address changes.
- Be receptive to communication from staff about the child, and work with staff to find an agreeable solution to problems.
- **Pay your fees on time!**
- Notify program supervisors of any issue that may cause behavior changes in the child in our care.

FAMILY ENGAGEMENT & COMMUNICATION

We value strong partnerships with families. Communication is a priority:

- Monthly newsletters with updates and events
- Scheduled meetings and open-door staff conversations
- Opportunities to share feedback or connect with leadership

While our program hours require restricted visitation, your voice matters every day. We appreciate your presence, your ideas, and your trust.

PARENT VISITATION/OBSERVATION

We value your interest in our program and want you to feel involved in your child's experience; however, due to our State of Indiana regulations, only staff members are allowed to remain in the program with the children. For the safety of all enrolled students, other adults may **ONLY** be present at program locations during program times for pick-up/drop-off. Students must be registered and signed in to be present at before or after-school program locations during program times. We appreciate your understanding of this policy.

STAFF CERTIFICATIONS

Each staff member is subject to an extensive background check through the Indiana State Police to ensure your child will have a safe and quality environment.

LICENSING & PROGRAM COMPLIANCE

Project One Love, Inc. meets and exceeds the standards set by the **Indiana Office of Early Childhood and Out-of-School Learning (OECOSL)** to ensure a safe, nurturing, and developmentally appropriate experience for all children.

Staff Requirements All program staff:

- Are 18 years or older
- Hold a high school diploma or GED
- Receive fingerprint-based background checks
- Pass drug screening and annual TB testing
- Maintain current CPR, First Aid, and Universal Precautions certifications
- Complete ongoing training in child development, health and safety, and emergency response

Supervision Ratios

Age Group	State Ratio	Project One Love Goal
Kindergarten	1:15	1:12
Grades 1–6	1:20	1:12

Health & Safety

- Daily health screenings
- Nut-free policy for allergy safety
- Medication stored securely and administered with parental consent
- Monthly emergency drills, including fire, tornado, and lockdown

Inclusive Practices

- Individual support plans for children with learning disabilities
- Family collaboration for reasonable accommodations
- Staff trained in inclusive care strategies

Mandated Reporting & Records

- All staff are mandated reporters under Indiana law
- Records maintained for attendance, incidents, training, and compliance
- Annual license renewal with policy review

CONTACT INFORMATION

Executive Director: 317-513-5106
Director email: projectoneloveindy@gmail.com
Please email/call me to schedule an appointment.
Office email: polkids317@gmail.com

Please note: Project One Love, Inc. will often update our communication system to better serve you. Changes may occur with the telephone numbers. In the event of a change, we will provide contact information to you as soon as possible.

PROGRAM HOURS

Before or After School – The Before & After School programs are open from 6:30am until the school day begins and re-opens at school dismissal until 6:00pm.

EARLY DISMISSAL & DAY EXTENSIONS

We do provide care during early dismissals which are unrelated to weather. All students must be enrolled prior to attending the program. Program fees will be pro-rated to account for the extra time. **To attend, a parent must give prior notice of their child's attendance for the day.**

When school is cancelled, Project One Love will NOT be open. If space is available within the daycare location, parents may use this service.

BAD WEATHER/SNOW DAYS

When the beginning of the school day is delayed (i.e. a two-hour snow delay), the Before School programs may open two hours later at 8:30a.m. If the weather worsens during the school day and necessitates early dismissal, the after-school program will close. Should the weather worsen during program hours, parents will be called for early pick up. Parents should have an alternate plan for their child(ren) when school is closed due to weather. If parents cannot be reached, designated individuals listed on the enrollment forms will be contacted to pick up the child at school. Our programs will be closed when schools are closed due to inclement weather. **Listen to local radio/tv stations for announcements.**

During severe weather Project One Love will NOT be open.

MEALS

MEALS: A nutritious meal is provided by Project One Love, Inc. staff, each day they attend. Parents who wish to participate in the meal program should contact Project One Love for more information. Special menus, requests, and payment arrangements for students should be made with the Project One Love office.

SNACK: We strive to serve nutritious snacks in our program. Snacks are available to all enrolled children and are intended to provide your child with energy, not to replace a full meal. The cost of snacks is included in the program fees.

Any time a family wishes to provide a special treat in the program, program staff should be notified in advance. We can supply you with an approximate head count and discuss any allergy issues. Due to the increase in peanut allergies, we insist that **NOTHING** with **peanuts** or its by-products enter our programs.

PERSONAL BELONGINGS

Clothing: Children should dress appropriately for indoor and outdoor play. Please label all belongings and frequently check the lost and found area. We encourage closed-toe shoes.

Toys: We discourage children from bringing toys and/or personal items from home. Personal items of great importance or value should **not** be brought to the program. Project One Love personnel, volunteers or staff will not be responsible for any lost, stolen, or damaged items.

Other: Cell phones and iPads are not allowed in any of the school-age programs. Project One Love personnel, volunteers, or staff will not be responsible for the risk of it being misused, stolen, or broken. Project One Love, Inc. has telephones available for use in case of emergency.

OUTDOOR ACTIVITIES

Children should be prepared to go outdoors every day. Staff will assess the weather conditions and will determine whether the children will go out as planned. If a child has any allergic reactions to trees, grass, pollen, etc., that prevents them from being outside, staff must be notified in advance of the season and in writing.

CELEBRATIONS & SPECIAL EVENTS

We love to celebrate milestones and build shared memories. Throughout the year, we offer:

- Birthday acknowledgments (please let us know your child’s preferences!)
- Cultural and seasonal celebrations
- Family days and community events

These moments strengthen bonds and bring joy to our shared experience.

HOMEWORK AND “POWER (HALF)-HOUR”

Tutoring by program staff is available, free of charge, to enrolled children. In addition to program staff, there may be volunteers from the community as well as local colleges and universities.

Mandatory homework time is scheduled throughout the week. During this time, students are expected to be quiet, do homework, or bring a book to read. Pre-K/Kindergarten children will participate in skill-building games during this time. Children can do homework for as long as they wish. Our intent is to help the children but not take the place of the dialogue between you and your child’s teacher. You are encouraged to review your child’s homework each day.

WHAT TO EXPECT ON THE FIRST DAY

We understand that the first days can be a mix of excitement and nerves. Here's what to expect:

- A warm greeting and guided check-in by staff
- Support for children transitioning into activities
- Parents will confirm emergency contacts during sign-in
- Children will receive a nutritious snack, join activities, and settle into “Power Hour” for homework or reading

Comfort items from home are welcome if helpful — we just ask that toys be kept at home to avoid distraction and loss.

REGISTRATION PROCEDURES

ADMISSION

Project One Love, Inc. serves a variety of children throughout the Indianapolis communities. Programming enrollment is satisfied when the enrollment forms and payment are received and processed. **Parents must submit a withdrawal request by telephone or email, or your child's account will be billed for the current week.**

Due to liability and staffing, children attending the Project One Love, Inc. programs may not bring unenrolled friends or family to the program.

The Project One Love, Inc. organization does not discriminate based on sex, race, creed, disability, or national origin in its enrollment policies.

INCLUSION IN PROJECT ONE LOVE PROGRAMS

The program considers the applications of children with special needs on a case-by-case basis. Children must meet the entrance age requirement. Communication between the parents and the program staff will allow the child better opportunities for involvement.

Children with learning disabilities are often provided with small group care or a full-time assistant during the educational portion of their day. Once the school day has ended, access to the small group and support of the assistant does not follow the child into the Project One Love Program. Parents are encouraged to speak with the Director before the child's start in the program to assess the best methods to provide success for their child. Reasonable accommodation approved by the staff will be provided to meet the needs of each child.

OUR COMMITMENT TO DIVERSITY & INCLUSION

We proudly serve families of all backgrounds, languages, and cultures. We are committed to making every child feel seen, heard, and supported.

- Multilingual flyers and communication support
- Staff training in cultural sensitivity and inclusive care
- Accommodation made on a case-by-case basis to meet each child's needs

At Project One Love, inclusion is more than a policy — it's part of our purpose.

CHANGE IN SCHEDULE OR WITHDRAWAL

A schedule change is defined as changing the number of days/weeks/months of participation in the program. The following steps must be taken when requesting a change.

WITHDRAWAL: Contact **the Project One Love office** in person or email, one week prior to the date of withdrawal. Please **call** for immediate withdrawal.

SCHEDULE CHANGE: Contact **Project One Love staff** in writing, person, or by telephone one week prior to the date of the change. (A written request will help prevent errors in billing.)

Verbally informing the program staff is not enough. Send a request through your Brightwheel account to ensure it is received. The Administrator will be notified to stop or correct your paperwork for billing. Email: polkids317@gmail.com

REFUND POLICY

Refunds for the program will be granted for prepaid fees under the following conditions only:

The program has not yet started for registered programs and fees are paid for the month and the child does not attend. Withdrawals or change in program schedule before child starts, except when the child withdraws from the program. Please allow 2-4 weeks for a full refund.

The Executive Director has the authority to approve or deny any refund request. The Executive Director's discretion is used in circumstances that may not be covered in this policy.

CHECK IN/SIGN OUT PROCEDURES

BEFORE SCHOOL/AFTER SCHOOL PROGRAM children must be signed in and must be signed out daily through the Brightwheel account.

*If parents fail to sign in/out, the program staff is given the right to enter the student. Signing in/out is required for participation statistics and for tracking purposes. We cannot make exceptions to this rule. It is the parent's responsibility to check their child in/out each day.

CCDF children are required to be in attendance each day. Students who receive CCDF vouchers must have attendance tracked in the state portal to ensure care is provided and the hours are paid.

Upon transfer requests, parents are responsible for submitting vouchers to complete the transfer.

Parents must renew vouchers on time. Any fees not covered will be charged to the student's account for payment that week. If CCDF is removed from the student account, billing will be established for direct costs.

RELEASE OF CHILDREN

For the protection of the children in our care, children will only be released to parents and adults whose names are designated on the enrollment form. If a child is to be released to anyone other than the person(s) listed; a note authorizing pick-up must be given to the staff before pick-up time.

For security purposes, you should always give written approval for someone else to pick up your child. Please prepare that person to show proof of identification upon request. In an emergency, you may call 317-513-5106.

Legally, we cannot prevent a parent from picking up his/her child from our program without having a copy of a restraining order from the Court. If there is a restraining order, a copy must be filed with our office.

PARENTS UNDER THE INFLUENCE

Staff will make every effort to protect a child from getting into a vehicle with an adult who seems to be impaired in any way. If necessary, the police will be notified.

CHILD ABUSE AND NEGLECT

Indiana State law requires staff to report any suspected cases of child abuse and neglect to the proper authorities.

LATE PICK-UP FEES AND PROCEDURE

A late charge of **\$1.00 per minute/per child** will be assessed for any child remaining beyond the scheduled pick-up time. **(BY THE PROGRAM CLOCK) Three** late pick-ups may result in termination from the program. To help us alleviate your child's concerns, please call if you are running late. **(You will still be charged a late fee.)** Staff will remain with children until they are picked up. If a child is not picked up within 30 minutes and there has been no notification, and emergency contacts are unsuccessful, the following steps will be implemented:

- Staff will make several attempts to contact parents/guardians.

- Staff will call all emergency numbers listed on the enrollment form.
- If staff are unable to complete either of the above steps, the Director will contact the Marion County Division of Child Protective Services/IMPD and steps will be taken towards placing that child into protective custody.

BEHAVIOR MANAGEMENT

BEHAVIOR MANAGEMENT GOAL

The goal of Project One Love, Inc. is to establish and maintain a behavior management system that will reinforce positive behavior. Physical contact in disciplining a child is avoided unless it is necessary to restrain a child from harming him/herself or another adult or child. The following methods will be used to accomplish these goals:

- Staff will act as positive role models.
- The needs of the group and of each child will be taken into consideration.
- Rules will be appropriate for each child's age and development.
- Rules will be consistently implemented.
- Rationale for rules will be explained and related to the child's wellbeing, and the rights and safety of others.
- Consequences will be logical, such as redirecting children to other activities or limiting choices.

BEHAVIOR MANAGEMENT POLICY

A child whose behavior creates a safety issue, at risk of harming themselves, others, or personal property will not be accommodated. If a child is exhibiting behavior problems in a program the following steps will be implemented:

- Positive redirection
- Verbal warning for specific unacceptable behavior
- Separation from group with warning of consequences for behavior
- Separation from group with write-up for repeated behavior/call home
- The parents/guardian will be called in for a behavior conference. A behavior contract may be implemented. Corrective Action Taken
- The child may be suspended from program. 1-2 days **(No Refunds)**
- The parent(s) will be asked to withdraw the child. Immediate removal **(No Refunds)**

BEHAVIOR MANAGEMENT AND DISMISSAL

It is our goal to create a successful environment for all children. We will make every effort to solve problems and help children succeed in a group care setting. However, on occasion, alternate care may be necessary for a particular child. If a child is unable to function successfully in our program, an alternate care situation may be recommended. We reserve the right to dismiss any child when staff determines that the program cannot meet his/her needs.

BEHAVIORS THAT CONSTITUTE A REASON FOR SUSPENSION/EXPULSION FROM THE PROGRAM:

- **Physical assaults on staff members or other children.**
- Parent(s) will be called when a fight occurs. The child (ren) will be sent home and suspended for the next day.
- Possession of weapons or other dangerous articles.
- Possession of a controlled substance.
- Leaving program and/or school grounds without a parent or the permission of staff.
- Theft.
- Continued use of foul, disrespectful, or abusive language.
- Disregard for authority.
- Need for physical restraint.
- On-going bullying.

BULLYING

Project One Love Programs views bullying and teasing as a serious issue. All staff and students must be aware that bullying behavior will not be tolerated in our programs. We will make every effort to see that the victim and the bully will be dealt with appropriately.

EMERGENCY/ILLNESS PROCEDURES

INSURANCE

Medical insurance coverage for participating children is the responsibility of the parent(s). We try our very best to prevent accidents, but they do occur.

MEDICAL EMERGENCY OR ILLNESS

A child should not attend our program with any of the following symptoms:

- Fever or Undiagnosed Rash
- Vomiting
- Inflamed or Watery Eyes
- Diarrhea, Severe Cold or Sore Throat

If your child has a fever of 100 degrees or more, or has vomited or had diarrhea, the child should stay home for 24 hours after the symptoms are gone.

If a child becomes ill while in the program, when possible, the child will be isolated until the parent(s) or emergency person can be contacted to take the child home. In the event of a contagious illness among the children, a notification will be sent home.

If a child has a minor injury, a staff member will inform the parents(s) upon arrival at the program.

If a SERIOUS ACCIDENT occurs, a staff person will contact the parent(s) immediately so that the child may receive necessary medical treatment.

If an EMERGENCY occurs, and immediate attention is needed, the staff will call 911, then immediately contact the parents. It is up to the paramedics to decide on the appropriate action. If the child needs emergency treatment, the paramedics will transport the child to the nearest facility. It is the responsibility of parents(s) to keep all emergency information current.

MEDICATION

Project One Love staff can administer medication under the following conditions:

- **Prescriptions and over-the-counter medicines must be in the original container.**
- **A medication Authorization release form, available from the site supervisor, must be signed**
- **If medication is to be kept at the location, no more than a one-month supply should be sent at any one time.**

This refers to epi-pens, asthma treatments, and diabetes equipment. All other medications will need to go directly to the school health office to be distributed.

Medication must be delivered by the parent or guardian to the Project One Love office or the school health office.

INCONTINENCE

If your child needs assistance using the bathroom, site staff should be notified. Extra clothes, plastic bags, and wipes may be kept in the program for these emergencies. Privacy and dignity will be maintained for the sake of the child.

PAYMENTS AND FEES

FAMILY ACCOUNTS - FULL-TIME/PART-TIME CARE PAYMENTS ARE DUE BY THE TIME YOUR CHILD IS ENROLLED AND PRIOR TO ATTENDING THE PROGRAM and are paid to reserve an entire month, week, or day of childcare.

- A \$5.00 SERVICE LATE FEE will be charged for any account not received by the scheduled due date.
- Fees will not be refunded on those days when school is not in session due to weather closing. They will be applied to make-up days. (A credit on your account will appear)
- Payments can be made by ACH or direct deposit.
- Payments are also accepted at the school site to ensure that payment is submitted. (processing fees may be included)
- A payment plan must be in place and current to continue services. Failure to pay fees and delinquent accounts are grounds for immediate termination from the program.
- All delinquent accounts are turned over to Statewide Credit Agency.
- Past due accounts must be caught up to enroll in any future Project One Love Programs.
- Parents are expected to pay their program fees whether their child is in attendance.

FINANCIAL ASSISTANCE

There may be financial assistance available in the future for qualified families. Please contact the office for more information.



WHAT DO I DO IF.....?

Q. I am going to be late picking my child up.

A. Call the Project One Love office immediately.

Q. If my child is sick, do I need to call you in addition to the site?

A. No, but please call and leave a message on our voicemail if possible.

Q. My child is having adjustment problems.

A. Speak to the staff or Executive Director.

Q. The staff are not reporting to work on time, and I am late for work.

A. (Note - We strive to avoid this ever happening). Please notify the Executive Director.

Q. My child is so hungry after school.

A. We provide a small meal, but you may pack an extra snack for them.

Q. If there is a severe storm, what happens?

A. If we are in an emergency, you may contact the Project One Love office for details or look for signs at your child's school.

Q. I want to change my child's enrollment status.

A. Send a written notice (signed & dated) or email to the Executive Director. Any change will take place on the first day of the following month. Note - Verbally informing the program staff is not enough.

Q. We have a friend spending the night; can he/she attend after school?

A. Unfortunately, no. They must be enrolled.

Q. I need a babysitter.

A. Many of the staff will look for outside work. Ask them if they are interested, however, neither the school nor Project One Love are responsible for this arrangement.

Q. I do not know how to pay my bill.

A. Call the Project One Love office and we will be happy to walk you through the process.

VOICES FROM OUR FAMILIES

"Project One Love isn't just a program — it's a second home for my daughter. She's safe, learning, and loved." — Parent of a Grade 2 Student

"The team is respectful, involved, and truly cares. We appreciate the support and open communication!" — Preschool Parent

Please understand that the Project One Love Parent Handbook may not cover every issue that arises and as a result creates the need for open communication between you and the program staff. Please do not hesitate to communicate any concerns you may have.

Last update:
July 2025