

**Lindenwood
Life Center
Parent
Handbook
2017**



To conserve paper, you can pull up a copy on our web site at

www.327lifecenter.com

2017 Parent Handbook

Parents, we want to take this opportunity to welcome you to Lindenwood Christian Church. We know that as parents you have many choices in providing care for your child. Thank you for choosing Lindenwood as part of your plans. The parent handbook provides you and your child with information, rules, and policies that help govern our program. By working together, we hope to provide an awarding experience. Please read through all of the sections of this handbook. If you have any questions, feel free to call or e-mail us at any time. Your signature will be required on all Lindenwood Registration Forms stating that you have read and agree to abide by these policies and procedures.

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1. General Information

Hours:

6:45 am to 6:30 pm for summer camp and schools day out programs

2:30 pm to 6:30 pm for after school programs.

Closings: We will be closed on New Year's Day, Martin Luther King Day, Memorial Day, and Independence Day (1 day), Labor Day, Thanksgiving Day (2 days), and Christmas (2 days)

2. Payment Policy

Registration: Each program (after school, summer camp, and Freedom Friday/Schools Day Out programs) will have separate registration forms. There is a \$50 registration fee for each program summer camp and after school care; a \$5 registration fee for Schools Day Out.

Each program requires separate paper work and processing.

All registration fees are non-refundable and must be paid before any child is admitted into the program.

Tuition: All tuition fees must be paid by the due date.

Summer camp fees must be received by Tuesday morning of the week you are attending.

After School tuition must be paid by the 10th of each month

Schools day out must be paid at the time your child is checked in.

Food Accounts: Money may be added to your FOOD ACCOUNT at the front desk. All unused money in the account will be returned for a full refund. A check will be requested from our church office and mailed to you within two weeks.

Non-Payment of Fees: Parents will be responsible to pay all legal and court fees in the event of non-payment of fees. Parents will also be responsible for payment to agencies to which accounts may be turned over for collection purposes. All checks that do not clear and are not collectable may be turned over to the Attorney General's Office for prosecution.

3. Communication Process

1. Text Messaging: We ask each parent who has texting capabilities to list their cell phone provider so that we can do mass texting – very helpful in an emergency situation
2. E-mails (each parent should provide us with a current e-mail address - include any additional e-mail addresses you want to also receive news—ex. Work, grandparents, etc.)
3. Web-site at www.327lifecenter.com (BEST overall information source and will also include all pictures taken at camp which are downloadable to your computer and printer).
4. FACEBOOK (for those who are on FACEBOOK) search Lindenwood Christian Life Center – best source for newest updates and photos

Parent Info Board located in the lobby. Limited **printed** newsletters or other information will be available upon request or located in the lobby - information updated weekly.

****The Life Center phone is a business phone. Please limit calls to emergency use only. Students must have staff permission to use the phone.**

4. Photo and Video Policy

We reserve the right to use photographs and video taken during Lindenwood activities for advertisements, Web site, brochures, displays, Face Book, YouTube, etc.

5. Meals and Snacks Procedure

Children may either bring their meals, snacks, and drinks from home or they may purchase breakfast lunch, and concessions from the Life Center. Because of limited space, we will not be able to refrigerate or microwave any food items brought from home.

In order to secure your child's spending money while at Lindenwood and to also give you more control over what is purchased, we have set up the following procedure:

Food and Snack Accounts (Required by all K-3 grades)

Breakfast, lunch and afternoon concessions may be purchased from our concessions with a FOOD AND SNACK ACCOUNT. Money may be added to this account during check-in time.

Your child's money will be held in this account and the amount spent will be deducted with each purchase.

Older children (grades 4-9) may also use the FOOD AND SNACK ACCOUNT but they have the option to purchase all meals and concessions items with cash. Children should only bring enough money for the day and will be responsible for keeping up with it during the day by keeping their money in their pocket or their rental lock box. FOOD CHOICES AND MENUS MAY CHANGE WITHOUT NOTICE.

Please remove all food and food containers at the end of each day. Items will be thrown away at the end of each camp day. Lindenwood will not be responsible for lost money or tickets

6. Drop-Off and Pick-Up Policy (note new check-in policy)

We will be using our new finger print check-in computer system during all Life Center Programs. If new to the system, parents need to allow for a few additional minutes in order to set up their check-in account. The new system will provide better accounting information, balances, daily roster, and tax information.

Children are to be checked in and checked out each day at the front desk by their parent or approved adult. This gives us a chance to communicate daily with the parent and to make sure your child is being picked up by the correct person.

A parent or an adult on the approved pick up list is required to check the child out. A photo ID will be requested if not yet in our check-in system. Please call the Life Center if anyone other than yourself will be picking up your child.

Children are not allowed to wait outside or in the parking lot to be picked up. A parent or an approved adult must enter the Life Center in order to sign the child out. Children are not allowed to walk to the car without parental supervision.

7. Lost and Found Policy

At the end of each day all items will be removed from the cubbies and placed in the lost and found. At the end of each week, all the items in the lost and found bin will be donated to a charitable organization. We will dispose of all wet towels, swim suits, lunch boxes, and food or drink items daily, including items left in cubbies and lockers. Please take these items home with you at the end of each day. At the end of each program (camp or ASP) locks on rented lockers will be removed and all items will also be discarded.

8. Lindenwood Insurance Policy

The parent/guardian acknowledges and accepts the risks of physical injury associated with participation in activities and field trips. Except for gross negligence on the part of the sponsor, the participant (or parent/guardian) accepts personal financial responsibility for any bodily or personal injury sustained during any activity, event, or program. Further, the participant (or parent/guardian) promises to hold harmless the sponsoring organization and its representatives for any injury related to the activity. If a dispute over this agreement or any claim for damages arises, the participant (parent/guardian) agrees to resolve the matter through a mutually acceptable arbitration process.

9. Parent Permission Policy

My Child has my permission to participate in all Lindenwood activities, attend Lindenwood sponsored field trips, and participate in the climbing center - consisting of a 20' climbing wall. By signing the **registration form**, I, the parent/guardian acknowledge and accepts the risks of physical injury associated with participation in activities, away trips, transportation, and the climbing center. Except for gross negligence on the part of the sponsor, the participant (or parent/guardian) accepts personal financial responsibility for any bodily or personal injury sustained during the activity. Further, the participant (or parent/guardian) promises to hold harmless the sponsoring organization and its representatives for any injury related to the activity. If a dispute over this agreement or any claim for damages arises, the participant (parent/guardian) agrees to resolve the matter through a mutually acceptable arbitration process.

10. Center Disciplinary Policy

Lindenwood's Life Center Ministries strive to provide a safe, healthy, educational, and fun environment for our children. We have set a high standard of behavior in order to achieve these goals. Lindenwood offers a variety of choices and activities that require a high level of self-discipline from our children and support from our parents. Disciplinary situations may be handled through the use of time outs, in-house detentions, home suspensions, or dismissal from the program. Parental support is crucial in dealing with disciplinary situations brought to your attention.

THREE BASIC RULES FOR THE LIFE CENTER:

Respect for Staff

Respect for others (kids)

Respect for property and equipment

MINOR INFRACTIONS: Include such things as running in the lobby, not listening when counselors are talking, failure to follow instructions, rudeness, name calling, etc. Minor infractions usually receive a warning, a time out, or some alternative form of correction related to the incident.

MAJOR INFRACTIONS: Include, but are not limited to:

- FIGHTING (regardless of reason—if a child throws a punch, kicks, bites, etc.)
- STEALING (taking anything that is not theirs, going through others belongings, etc.)
- PROFANITY
- WILLFUL DESTRUCTION OF PROPERTY
- BEING IN UNAUTHORIZED OR UNSUPERVISED AREAS
- LEAVING THE PREMISES WITHOUT BEING PROPERLY CHECKED OUT
- DISHONESTY (including lying to staff)
- ENDANGERING HIS/HER PERSON OR OTHERS, THREATENING OTHERS
- BRINGING ANY ITEM CONSIDERED TO BE A WEAPON ON CAMPUS
- POSSESSION OF DRUGS, ALCOHOL, OR TOBACCO PRODUCTS

CONSEQUENCES:

*WARNING—when a simple reminder will suffice

*TIME OUT---when a child needs more than a warning, has already been warned, or repeatedly breaks a rule.

*Timeouts will be limited to <10 minutes for K-2nd, 5-20 minutes for older kids

*ACTION RELATED TO INCIDENT---examples include cleaning up their own mess, retracing their path with “walking feet” if they were running indoors, etc.

*LOBBY SUSPENSION---is a longer version of “time-out”. Used for more serious infractions. Parents will be required to meet with the director to assist in working out the problem and to help re-enforce the rules of the Life Center. Students in Lobby Suspension may move about the lobby, but are restricted from all other areas.

**Students in Time Out and Lobby Suspension are always permitted snack and restroom privileges.

*HOME SUSPENSION---used when a child will benefit from time away from the Life Center. Length of suspension may vary depending on severity of infraction, previous disciplinary results, and parental support.

*SUSPENSION OR DISMISSAL---may result from any of the following or upon recommendation of the Director.

- Severity of infraction
- After other disciplinary procedures have failed
- If we do not receive the cooperation and support of the parent to correct the problem
- Parents who are abusive or threaten staff
- Parents who are repeatedly late in picking up their child after the announced closing time
- Parents (or those picking them up) who continue to park in undesignated parking areas, driveway, or handicap spots, or drive in an unsafe manner in our parking lot or surrounding neighborhood.
- Parents who fail to make prompt payment of fees (If there are special circumstances---Please see the Director to discuss options BEFORE your payment is late)
- Parents who fail to provide the Life Center with complete registration information needed to maintain a current and complete file as required by the Department of Human Services---including current address & phone numbers.

11. Dismissal Policy and Right to Refuse Service:

We reserve the right to dismiss, without refund, any child for inappropriate or unsafe conduct. Dismissal can also be due to violations concerning camp payment, policies, and rules. Lindenwood reserves the right to refuse service to families with past due accounts or violates Life Center policies. Please make advance arrangements with the director if there are special circumstances regarding your payments.

12. Dress Policy

Clothing must be suitable for a church program. Clothing with inappropriate or questionable slogans or advertisements will not be permitted. Clothing such as tank tops, halter tops, short skirts, short shorts, low cut shirts, low cut pants or shorts, swim wear that is inappropriate etc. will not be permitted. Tight fitting and revealing clothing is considered unacceptable and will not be permitted. Athletic shoes, socks, shorts, and loose shirts are recommended by our staff as we spend a large portion of our day outside getting very messy! Each child is required to have a change of clothes at camp at all times due to time outdoors and messy activities. Children must provide socks in order to use Lindenwood skates. Acceptability of clothing will be at the discretion of the staff. In order to use the slip and slide, children MUST wear swim suits, water shoes (aqua socks), and have a towel. For safety reasons, children are encouraged not be allowed to wear flip flops. Children with body piercings or tattoos may be asked to remove jewelry or cover tattoos that are considered by Lindenwood's staff as inappropriate.

13. Prohibited Items (not limited to....)

- 1). Laser pointers
- 2). Toy or real items considered to be weapons.
- 3). Any publication or photos that are inappropriate for children or church setting.
- 4). Pets (unless approved in advance by director)
- 5). Large sums of money (more than is needed for the day), expensive jewelry, or electronic devices
- 6). No Heelys or shoes with wheels attached or skate boards (may bring your own skates for skate time).
- 7). No flip flops. Sandals may be worn if they have a heel strap.
- 8). No Yu-Gi-Oh or similar trading cards
- 9). Radios, CD players, iPods, iPads, cell phones, cameras, arcade games, CDs, etc. (see exceptions below)

14. Cell phone and Camera Policy:

Children are not allowed to bring cell phones or cameras to Lindenwood events. **After school children may keep their cell phone in their backpacks if they are brought from school if requested from parent.** If you need to contact your child during the day, (even if your child has a cell phone) please call the Life Center's front desk (327-5433) and your child will be called to the phone. If your child needs to call you during the day, they may request to use the phone in the lobby.

If your child is on an away trip from the center, your child may use the counselor's cell phone to call you if needed. If you need to speak to your child while they are on a trip, please call the Life Center and you will be given the cell phone number for the designated staff person on the trip.

Summer camp will allow for an exemption from the electronic device policy for grades 6-8 (Y Camp) See camp info for specific cell phone rules for this group.

*Violation of the above policy **may result in suspension or dismissal** from the program. *Please review this policy with your child. If you have any questions concerning the use of such devices, please ask Ms. Toni.

15. Social Media Policy

Parents, please review your child's social network pages, such as Facebook, My Space, Pinterest, etc. and have your child remove any pictures that may be inappropriate and not taken by Lindenwood staff. We take hundreds of pictures every week and post them daily on our web site which are available for your use and may be copied or used on social sites.

Dealing with social networking issues creates new challenges that we have not had to deal with in the past. Some of these challenges are of a legal nature, some deal with the mission and standards of our program and church. We cannot solve these issues without your help and support. Thank you for your continued support and for helping make Lindenwood a place where children can learn and grow.

16. Parking Lot Expectations

In the interest of safety for our children and parents, our parking lot procedure must be followed. Repeated violations or refusal to follow these procedures will result in the dismissal from the Life Center and Child Care program.

1. All cars must park in a designated parking space (no standing or waiting)
2. Handicapped spaces are for those with a valid handicap parking decal or placard.
3. No idling in the drive. If you need additional time to take care of last minute details with your child, please park in a parking space.
4. No parking in the fire lane or curb.
5. Children are not allowed to run to the car or from the car unattended by the parent.
6. Speed limit must be observed and drivers must be cautious at all times in our parking lot and our surrounding neighborhood (5 miles per hour).

17. Changes or Cancellation of Activities Policy

We reserve the right to withdraw, reschedule, and change any program with insufficient demand or other unforeseen changes in association with Lindenwood programs. All information printed, electronically, and verbally stated may be changed or cancelled without written notice. Please continue to check our web site for up-to-date changes.

18. Field Trips (summer camp and SDO only)

*Registration for trips and payment must be received by the registration date.

*All Field Trips, locations, and dates will be posted on our web site, teacher board, and front desk. All field trip registrations will be available on Monday the week of each trip.

*All field trips will be announced. Departure and Arrival may vary up to an hour from the posted time. Make sure that your child does not have other plans during this time frame. If a child is late and misses the bus, you may take them directly to the activity and meet us there. If students need to leave earlier than our return time, you may pick them up at the field trip site (BE SURE TO CHECK THEM IN OR OUT WITH THE DIRECTOR IN CHARGE AT THE SITE). Do not drop them off at the door.

***No Refunds:** We are often charged for the trips in advance based on the number of registered children, we will not be able to refund the fee if your child does not attend.

Field Trip Disciplinary Policy:

Participation in field trips is considered an earned privilege. Those who have trouble displaying self-control, respect for staff, and a willingness to follow the rules while at the Life Center will not be allowed to attend away trips. Children who wish to attend field trips must have the approval of their lead teacher and the director before they will be allowed to attend any field trip.

Cancellation Policy: All field trips are subject to cancellation, rescheduling, or change. You will receive a full refund for any payments made in advance if a trip is cancelled.

19. Bus Procedures

1. No food or drinks are allowed on the bus.
2. Bus windows are to remain closed at all times.
3. All children are to remain in their seats (buckled in) until the bus has come to a stop and receive permission to unbuckle and disembark. Students will not block the aisle by turning in their seats or with their backpacks or personal belongings.
4. Children should restrict their conversations to those who are seated closest to them
5. Children are not to damage the seats, belts, or any other structure of the bus and will be held liable to pay for damages.
6. No screaming, yelling, or excessive noise on the bus.
7. No fighting, bullying, horse play, or throwing items.

20. Medical Policy

NOTICE: ALL medication, even over the counter, must be kept in A LOCKED container at the front desk! All medication must be in the original labeled container and marked with the student's name. No student is to have any medication in their possession.

Parents must fill out and sign a permission/instruction form authorizing the Life Center to administer medication to their child (forms are available at the front desk). This form and the medication MUST be turned in to the office immediately upon arrival at the Life Center. Medication must be clearly marked, kept in its original container, and dated. Medication left past the end of the school year will be discarded.

The Life Center will make every attempt to administer medicine or medical treatment as directed. It will be the sole responsibility of the parent to communicate with the child concerning the time and location (front desk) to receive their medicine/ treatment. The parent may call the front desk 15 minutes prior to the time and the child will be called to the front desk. Lindenwood may refuse to accept the responsibility if we feel the treatment is beyond our scope of training or if the consequences of missed medicine may cause harm to the child.

SICK CHILDREN should NOT be brought to the Life Center. If a child becomes ill during the day you will be called to come pick him/her up. **If a child is sent home with fever the child cannot return until 24 hours free of fever without medicine.** If a child has head lice, they will be sent home and not allowed to return to the center until treated. Each parent is responsible for regularly checking and treating their child for this very common and easily transmitted condition.

21. Additional Opportunities at the Life Center.

The Life Center offers many activities during and after the after school program. Activities may include gymnastics, dance, scouts, sports, chess, drama, weight training, youth group, etc. Some programs may be offered by an outside agency and may involve additional fees.

22. OTHER LINDENWOOD ACTIVITIES FOR ALL

Year-Round Programs

FITNESS CENTER: We encourage you to take full advantage of the Lindenwood Fitness Center. For registration or more details, please contact David Johnson at 901-458-8506 or e-mail at djohnson@lindenwoodcc.org

LINDENWOOD CHILDREN AND YOUTH GROUPS: We provide programs for nursery age through high school. We have a church nursery for our worship services and special events. Our kids in grades K-5 (Kidz Xpress) meet on Sunday mornings and Wednesday evenings with David Johnson. Our junior high and senior high also meet for Sunday school classes each Sunday and Wednesday nights for youth fellowship.

LINDENWOOD YOUTH CHOIR: Lindenwood offers children and youth choirs for all ages. The choirs are taught to sight read. Rehearsals are once a week, and they perform at numerous services throughout the year.

LINDENWOOD YOUTH SPORTS: Coach Johnson offers a variety of team sports for all ages. Lindenwood is a great place to play, learn, and compete

LINDENWOOD CHURCH SERVICES: Lindenwood is unique in many ways, but one way truly stands out: we offer two different styles of worship. Our W.O.W. service meets at 9:45 am. This is a contemporary service with the W.O.W. band - experience it! Our Sanctuary service is at 11:00 am. This service, liturgical, festive, and vibrant offers one of the best choirs in the mid-south under the direction of Chris Nemeec.

School Year Only

***AFTER SCHOOL PROGRAM:** We pick up children from the following 6 schools; Campus, Grahamwood, Idlewild, Richland, Snowden, and White Station Middle.

***SCHOOLS DAY OUT PROGRAM:** The Life Center is open during many school closings. This includes many of the Christmas holidays, spring break, in-service days, etc. We are open from 6:45 am to 6:30 pm. (7:45 am for Campus School additional closings)

LINDENWOOD GIRL SCOUTS: Girl Scout Troops are available for girls in grades K-12. Troops meet during the school year. Contact jeanann.mcbride@gmail.com for more information.

EXTRA-CURRICULAR PROGRAMS offered thru after school care by outside contractors. Programs change from year to year.

23. About Us

OUR VISION STATEMENT

The Bible says, that a people without a vision, perish. Our vision statement is simple, yet profound. The **vision statement** is simply **'GROW'**

1. The vision Statement 'Grow' reflects our own history: As you look at the early history of Lindenwood and the Life Center, you see consistent, steady growth in our programs, staff, families, finances, buildings, grounds, equipment, etc. Not only have we grown, but we also continue to grow in all of these areas.
2. To grow is the one constant in LIFE. If something is not growing, it is dying or dead.
3. As a staff, we value personal and professional growth as one of our top priorities.
4. We use growth as our real measurement of success. The success of our programs will always be based on the growth of our children.
5. To grow is a never ending quest. It doesn't matter how young, smart, talented, or mature you are, we will never reach the end of our growth journey.
6. At Lindenwood, we recognize that childhood is a unique and valuable stage in the human life cycle in which growth and development are keys to success in all other stages of life. We want to GROW the whole child; spiritually, physically, mentally, and socially. What better place to 'grow children' than a Christian center, where physical play is embraced, academics are enhanced, and children learn to live with one another in a diverse environment.

24. TO CONTACT US

Camp Director:	Toni Key	tkey@lindenwoodcc.org
Life Center Director:	Phil Vaughn	pvaughn@lindenwoodcc.org
Book Keeping & Front Desk	Kristen Lamer	Klamer@lindenwoodcc.org

*Fitness, Recreation, Lindenwood Children's Program: contact David Johnson
djohnson@lindenwoodcc.org

*Lindenwood Church Junior and Senior High Youth Programs: Staff to be hired.

*For youth and adult Church Choirs: contact Chris Nemec
at cnemec@lindenwoodcc.org

Phone: 901-327-LIFE (5433), drop by and see us or correspond by mail at
Life Center, 2400 Union, Memphis, TN 38112

Life Center Website: www.327lifecenter.com
Child Care Center Website: www.childcare.lindenwoodcc.net
Lindenwood Church Website: www.lindenwoodcc.com