

# PEAK: Parents of ExtraOrdinary Kids **Policies**

Created May 20, 2008

## **Trial Classes & Program Fees**

- Any child may participate in one trial class prior to signing up for the entire session.
- If after the trial class, the parent wishes to sign the child up for the remaining weeks, the trial class shall be included in the total amount due for the program session.
- The full program fee is due if the child signs up within the first 3 weeks/classes of the session.
- The program fee will be pro-rated for any child signing up on or after the 4<sup>th</sup> week of the session.
- The pro-rated fee will be based upon the program cost per week x the amount of weeks the child is signing up for.

## **Refunds**

1. The initial registration fee is non-refundable
2. There will be a \$10 Administrative fee charged for all refunds.
3. A refund will only be issued if the program/event is cancelled or if the child presents an unknown medical illness which prevents him/her from participating in the program/event.
4. Activity fees: if the child is withdrawn from the activity prior to the purchase of activity materials, (such trip tickets, sports equipment, uniforms, etc.) a refund or credit can be issued
5. there are no refunds for activities missed due to family schedule conflicts, illness, participation interruption/suspension or termination. Periodically an activity may need to be rescheduled.

## **Grievances**

Every effort will be made to meet the needs and concerns of the children and the parents/caregivers. At times a conflict may arise between parent/caregiver and program coordinators/administration. The following process is to be followed in case of a conflict:

1. A respectful discussion is held between the persons directly involved. This discussion should be held at a time and place that ensures privacy and sufficient time. This discussion should NOT take place in front of children or other parents/caregivers. Program instructors will record that a meeting was held with a parent (specified) on that date (specified) to discuss a concern (specified). The result of the meeting will also be noted (resolved, actions to be taken by whom, time frame, etc. as needed). If the conflict cannot be resolved then the parent should submit a written request for a meeting with the Grievance Committee, and attach the specific grievance issue.
2. The Grievance Committee will contact the program coordinator and request a report of what transpired at the first meeting to address the concern (#1 above). The committee will review the written reports, and schedule a meeting within a reasonable amount of time to hear information from the parties involved. After this meeting, the committee will discuss the concerns and possible solutions/resolutions. The committee will issue a written decision as to how the issue is to be resolved. All committee decisions are final.
3. The success of the plan is discussed at the third meeting. If the conflict is resolved, the plan is continued. If the problem is not resolved and it is determined by the Recreation Department that it is impossible to resolve the problem, the PEAK program as Recreation Department entity, can withdraw the programs' services to the parent.
4. The Grievance Committee will be a sub committee of the PEAK program's officers and/or program coordinators/volunteers. Anyone involved in the grievance cannot serve on the committee for their own hearing. Membership on the committee may vary as needed.

## **Termination**

The following are some examples, but not limited to, reasons to terminate program services:

- any person involved in displays of inappropriate behavior such as: shouting, accusing, name calling, profanity or physical assault
- any person involved that refuses to follow the prescribed process: following the agreed upon plan, not attending the scheduled meetings, or communicating or responding disrespectfully to other persons involved
- any person involved that jeopardizes the process by spreading information concerning the

conflict to those outside the immediate conflict or those involved in the resolution process

- any person who hampers/impedes the instructors' ability to conduct the program
- any person whose behavior negatively affects the children, parents, instructors, or the church/program location or activity
- removal of an officer or member shall be carried out according to the Bylaws of PEAK

### **Instructors**

- Qualified volunteer instructors shall be used whenever possible.
- If no qualified volunteer instructors are available, PEAK will hire the appropriate instructor.

### **Background Checks**

The Volunteer Application used by the Mt. Olive Recreation Department was reviewed, tweaked and approved by former Chief Katona. The Recreation Department checks the references. They maintain secure personnel files on our volunteers. The application also requires that Volunteers agree that other programs be notified if they violate the policies and codes of conduct that result in suspension or termination as a volunteer.

Currently the only program that the Recreation Department performs CHRI and CARI (Child Abuse Record Investigation) on is for our summer camp personnel, which is required by the Division of Children & Families, Office of Licensing, since we are a certified child care center for the 6 weeks of our program. (Formerly DYFS) The posted policy: **Code of Conduct for Adults Supervising Children** should be followed to insure the safety of our children.

At this time, no FBI background checks will be given to volunteers or employees.

### **Parental Involvement**

Involvement by parents is welcomed and encouraged, so long as the child is benefiting. It is at the discretion of the parent as to whether his/her involvement is needed or their child would benefit from a student mentor or aide/shadow.

### **Membership**

1. Membership in PEAK shall be open to all individuals in Mt. Olive Township and surrounding areas without regard to race, color, creed, or national origin.
2. There are two types of members: Associate and Active.
3. Associate Members: Membership is open to any individual who wishes to join PEAK. Once registered is entitled to regular group updates, has access to agendas and meeting minutes. Associate Members can vote on certain events determined by majority vote of committee members
4. Active Members are entitled to the benefits of Associate Members, but in addition, must attend a minimum of 2 monthly meetings and must be willing to volunteer for a minimum of 2 tasks within a 12 month period. To remain an Active Member, one must have participated in any combination of 7 meetings or tasks. In addition Active Members are entitled to vote on issues not available to associate members. Committee members are entitled to the same benefits as Active members and requirements are automatically considered satisfied. Active members are offered special discounts on certain PEAK sponsored events, as well as advance registration for popular PEAK programs.
5. For voting purposes, a quorum will consist of a majority of the members present at the meeting and eligible to vote.
6. In the case of any controversial issue, a member may request some type of confidential voting procedure, such as a blind vote or paper vote.

### **Responsibilities of each Executive Position**

- **President** - The President shall preside at all meetings of PEAK; shall appoint members of The Volunteer Committee, with the approval of the Executive Committee; shall perform such other duties as may be prescribed in these Bylaws or assigned to him or her by PEAK; and shall coordinate the work of the officers and committees of PEAK. The President may appoint additional assistance if deemed necessary to the remaining Executive Committee Members.
- **Vice President** - The Vice President shall be the aide to the President and shall perform the

duties of the President in the absence or inability of that officer to serve.

- **Recording Secretary** - The Recording Secretary takes notes at meetings and posts for online viewing. He or she is responsible for storing member information.
- **Corresponding Secretary** - The Corresponding Secretary is the link between PEAK and the media. He or she is responsible for writing articles, ads, brochures, flyers and promoting PEAK.
- **Treasurer** - The Treasurer is responsible for all money transactions involving PEAK. He or she shall collect and disperse money as necessary for Recreation reimbursements, payments to instructors and the like.
- **Event Coordinator** - The Event Coordinator collaborates with program managers to reserve spaces, locations, times for all programs. As well researches and develops special events for PEAK.
- **Webmaster** - The Webmaster is responsible for developing and maintaining PEAK's website as well as any online registrations, sign-ups or the like.
- **Marketing Coordinator** - The Marketing Coordinator is responsible for maintaining the overall look of the group's printed and online materials.
- **Fundraising Coordinator** - The Fundraising Coordinator oversees all aspects of fundraising for PEAK.

**Volunteer Committee Members** - Members of this committee are responsible for organizing volunteers for PEAK approved events. Members will volunteer for specific tasks and can choose their role in each project. Volunteer Committee Members will provide Active Members with lists of volunteer opportunities for Active Members to meet their volunteer obligation. To be a member of The Volunteer Committee, any PEAK member can submit their request to The President 10 business days before a scheduled monthly meeting. The President will appoint such individual with approval of The Executive Committee at the scheduled monthly meeting.

### **Elections**

1. Only active members of PEAK shall be eligible to vote in business meetings and participate in election of officers. All members can raise issues of new business and serve in any of PEAK's elective or appointive positions.
2. Adults may register as members of PEAK at anytime with full membership rights and privileges, however, to vote in the May Elections, membership must be received prior to January 15<sup>th</sup>. Once enrolled as active members, members must attend at least 2 meetings prior to the May elections.
3. Executive Committee Members shall serve for a minimum of 2 years and until a successor is elected, unless the elected officer chooses to step down after the end of the term. Volunteer Committee Members shall serve a minimum of 1 year.
4. The officers shall be elected by a majority of those members who cast ballots during the April election.

### **Meetings**

- Monthly meetings will occur the 1<sup>st</sup> Monday of every month except during the summer months.
- July & August meetings may change depending on availability.

### **Finances**

1. The fiscal year of PEAK shall be from July 1<sup>st</sup> through June 30<sup>th</sup>.
2. No major business decisions or expenditures shall be made without the involvement of the new Executive Committee during the transition period referred to in Article, section 6 of PEAK's Bylaws.
3. All receipts for reimbursement must be submitted to the PEAK treasurer within 30 days of the receipt date.