



# 2025-26 YOUTH DEVELOPMENT HANDBOOK CONCORD NEIGHBORHOOD CENTER

# ABOUT CONCORD NEIGHBORHOOD CENTER

Concord Neighborhood Center was founded by Southside neighbors in 1875 and has been serving the Southside of Indianapolis ever since. We offer five core programs in support of the mission: Early Childhood Education, Youth Development, Family Social Services, Older Adult Enrichment and Healthcare Coordination. We also offer a variety of special events, classes, and extra-curricular activities to support residents across the life spectrum.



## MISSION STATEMENT

To provide opportunities that advance the education, health, well-being, and independence for Southside families.

## CONTACT INFORMATION

Concord Center Association Inc d/b/a Concord Neighborhood Center is located at:  
1310 S. Meridian Street, Indianapolis IN 46225

Main Phone: 317.637.4376 | Fax: 317.637.4380 | Website: [concordindy.org](http://concordindy.org)  
Hours of Operation 6a to 6p M-F

Concord is a tax exempt, 501(c)3 organization. EIN: 35-0817149

## PEOPLE YOU SHOULD KNOW

**EXECUTIVE DIRECTOR:** Niki Lynn Girls  
[niki@concordindy.org](mailto:niki@concordindy.org) or x: 2111

**DEPUTY DIRECTOR:** Cill Flanary  
[cflanary@concordindy.org](mailto:cflanary@concordindy.org) or x: 2117

**DIRECTOR OF YOUTH PROGRAMS:** Lynn Rogers  
[lrogers@concordindy.org](mailto:lrogers@concordindy.org) or x: 2129

**ENROLLMENT AND 2GEN PROGRAM MANAGER:**  
Paula Hayes [prichter@concordindy.org](mailto:prichter@concordindy.org) or x: 2130

# OUR APPROACH TO YOUTH DEVELOPMENT

Concord's child and youth programs support positive, whole-child development, nurture a healthy curiosity, and improve whole-family functionality. Our year-round program ensures that children have access to meaningful opportunities that keep them safe, healthy, and active; and that families have access to affordable childcare options while they are at work or school.

At Concord, our programming is dynamic and engaging, and it appeals to a variety of different interests, skills, age-levels, and abilities. We focus on providing content that enhances participants' education, health, social and recreational capabilities.

## SERVICE DELIVERY | YOUTH DEVELOPMENT

### SELF-LED ACTIVITIES

Independent, unstructured time to complete quiet, self-directed activities such as homework, reading, puzzles, or games.

### SMALL GROUP ENGAGEMENT

Adult-led activities for small (1-10 youth) groups of participants that are organized by: need, age span, ability, and/or interest.

### LARGE GROUP PLAY

Recreational games, organized sports instruction, or sports play for all or most participants.

### ACTIVITY CENTERS

A selection of fast-paced and differentiated activities through which participants rotate.

### SPECIAL CLASSES

Longer-term or recurring classes that build a targeted skill through deep engagement and specialized instruction.

# YOUTH DEVELOPMENT PROGRAM GOALS

Through participation in our youth program, children will:



# YOUTH DEVELOPMENT PROGRAM SCHEDULE

The Youth Development Program is offered before-school, after-school, and full-days out-of-school, all year long. **The full day schedule aligns with Indianapolis Public Schools. In other words, Concord will provide full-day programming when IPS is out of school.**

During the 2025-26 school year, participation in the Before & After School Program is provided to students who attend IPS #46, IPS #31, IPS #34, Adelante Schools at Emma Donnan, Christel House Academy South, and Abraham Lincoln Elementary School. Concord provides transportation Abraham Lincoln. Out-of-school programming, provided when IPS is not in session, is available to any Southside youth in grades KG-8<sup>th</sup>.

## IN 2025, CONCORD WILL BE CLOSED IN OBSERVANCE OF THE FOLLOWING HOLIDAYS:

- New Year's Day
- Memorial Day
- The Week of Independence Day
- Labor Day
- Thanksgiving Day (and the day after)
- Christmas Day (and the day after)

**THE BEFORE SCHOOL PROGRAM** begins at 6 a.m. After families drop their children off at Concord, they remain in the Center's care until their bus arrives and they depart for school. Families **must arrive at least 15 minutes before the scheduled bus pick-up**, so they have time to check in and get to the bus stop. If a family arrives after the bus has departed, or the bus does not arrive, the family must arrange transportation to school. Concord will not transport children to school or provide extended or special care if they miss the bus. Families should monitor their bus schedule and report any changes to Center staff.

Due to the early morning timeframe and tiered bus schedules, the Before School Program focuses more on self-led and small group activities, games, and quiet time. Concord does not provide a morning meal to youth participants because breakfast is served at school. However, families may bring ready-to-eat food for youth to consume in the stage/lunch area.

**THE AFTER SCHOOL PROGRAM** begins around 3 p.m., as buses begin dropping off children to the Center. Upon arrival, children sign-in and hang up their belongings. They are served an afternoon snack followed by organized programming. Afternoon snacks are provided each day. Programming concludes at 6 p.m. and all children must be picked up by this time. Families that arrive after 6 p.m. time will be charged a late fee.

**THE FULL DAY PROGRAM** aligns with the Indianapolis Public Schools academic calendar and is available from 6a.m. to 6p.m. Monday-Friday. Organized, staff-led programming generally occurs from 9 a.m. to 4:30 p.m.; youth conduct independent or small group activities outside of this time.

During full day out-of-school programming, children must arrive by 9 a.m. Families that arrive after 9 a.m. will not be permitted to stay. Families should plan to leave their children in our care until 4:30p.m. Field trips often occur in the afternoon, so families that need to arrive early should inform a staff person. A youth program calendar is published monthly, and copies are available on the sign-in/out table.

During the Full Day Program, Concord provides lunch in addition to the afternoon snack. The meal service, like those offered at school, is federally funded and aligns with specific nutritional guidelines. Families should communicate any food allergies or dietary restrictions at the time of enrollment.

Though Concord is open from 6a.m. to 6p.m. it is not advisable that children remain at the Center for that entire time. Behavioral problems tend arise when children, especially young children, are in our care for more than 10 hours at a time. We reserve the right to limit the amount of time a child can be in our care when school is not in session.

Families must be enrolled in the Youth Development Program to participate in any Full Day programming. Pre-registration is required to participate in Full Day programming, and it usually opens one to two weeks before the break. (However, Summer Day Camp registration begins shortly after spring break). Families may either sign-up on the sheet placed on or near the sign-in/out table or by emailing Paula. **Registration saves your child's spot. Families who register their children for a full-day out-of-school session or break, but do not attend, will be charged \$15 per child.**

## **LATE PICK-UP POLICIES AND FEES**

Families that arrive after 6 p.m. will be charged a late fee as follows:

- 6:01 to 6:15 | \$10
- 6:16 to 6:30 | \$15
- 6:31 to 6:45 | \$25
- 6:46 or later | \$1 per minute

**If staff are not able to reach an authorized adult after 7 p.m., local law enforcement will be notified.**

*The green clock in the stage area will be the official clock.*

Late fees are separate from weekly tuition. CCDF does not reimburse for late fees which means that they are an out-of-pocket expense. Families must pay any late fees within one week or risk program suspension. Late fees may be paid like a normal payment: by cash, check, or credit card. The same policies and procedures for making a normal payment apply to late fees. Families that want to add late fees to their ACH payment should contact Paula.

Families that are late on a recurring basis, defined as three times per semester or more than once during summer day camp, will be asked to make alternative arrangements and/or risk suspension of services.

## PROGRAM PROCEDURES

### ENROLLMENT

All child and youth families must complete an enrollment intake before their children can attend programming. Contact Paula Richter-Hayes at [prichter@concordindy.org](mailto:prichter@concordindy.org) or 317.637.4376 x: 2130 to receive your enrollment packet and program handbook, and to schedule an intake appointment. We will need the following to finalize enrollment:

### REQUIRED ENROLLMENT DOCUMENTATION

- A current and complete record of immunization;
- Two paystubs or other proof of income;
- Completed registration forms;
- A completed CACFP school lunch enrollment form;
- Emergency and student release forms;
- Registration fees.

Once enrolled, families should inform their child's school and coordinate any transportation changes.

Concord uses *Playground* classroom management system to track attendance, accept payments, and communicate with families. Guardians will receive links to register for the platform following acceptance into the program and will be able to invite and assign different trusted adults to use the system as well.

### SIGN IN/SIGN OUT PROCEDURES

**MORNING DROP-OFF:** All children must be escorted into the building and signed-in by an authorized adult. The program entrance is at the west or "back" of the building. The doors always remain locked, but a staff person will allow entry into the building. The authorized adult will scan the Playground QR code to record their child as present.

**During the school year, families must arrive 15 minutes before their bus is**



**scheduled for departure.** It is each family's responsibility to monitor and communicate any bus route changes. Concord will not provide transportation or full-day care to children who miss the bus.

**During full day programming, families must arrive by 9 a.m.** We know that planned school breaks or closures can be an excellent time to schedule medical appointments, so please let staff know if your child will be arriving late, leaving early, or absent for part of the day. We cannot save or serve lunch after noon, so children that miss lunch will need to bring their own food or eat before returning.

**AFTERNOON PICK-UP:** All children must be signed-out and escorted out of the building by an authorized adult. Families should enter through the doors at the west or "back" of the building. A program staff person will allow entry into the building. The authorized adult should then scan the Playground QR to record that their child has left the program and then remain in the stage area while their child/ren collect their belongings. We ask that families remain in the stage area, and to avoid loud disruptions, congregating, or side conversations so children can focus on the programming. Children should take all personal belongings home each evening.

Children will *NOT* be released to any person who smells of alcohol or drugs or who in any way appears to be intoxicated or impaired. For the safety of the child, we will require someone else to be responsible for the pickup of the child. Any person who we feel is impaired or intoxicated and removes the child without permission will be immediately reported to the proper authorities.

Your child may be discharged if we are unable to contact you or someone on your list because of incorrect contact information.

**AUTHORIZED INDIVIDUALS:** Families may list additional adults on the registration card who are authorized to pick-up their children and communicate with Concord staff. These individuals should be in addition to the child's mother and father or legal guardian. The child's mother and father and/or other legal guardian must also be listed on the registration card. Authorized individuals must be over the age of 18 years and should be people that live nearby, are easy to contact, and are trusted by the family. Families may also select additional adults, including and in addition to, the emergency contacts to use the Playground app.

Any changes to the authorized individual list, including updated contact information, must be submitted in writing. Even if someone is listed as an authorized individual, staff will not release children to adults who are new or unfamiliar. We may ask for identification—this is for the safety of all children!

**Families will complete new registration cards annually, but they should inform staff immediately if there are any changes to their contact information, authorized individuals, or authorized individuals' contact information.**

Concord will not get involved in custody situations unless there is a court order. If a court order is in place, please contact Paula or Lynn immediately. A copy of legal documentation is required.

**LATE PICK-UP:** As outlined above, families that arrive after 6 p.m. will be assessed a late fee. If staff are not able to reach an authorized adult and children remain in our care after 7 p.m., law enforcement will be contacted.

**CHILDREN IN VEHICLES:** The health and safety of our children is of the utmost importance to us. Leaving children alone and unattended in a vehicle is dangerous. Children that are left alone in vehicles are at risk of heatstroke, trunk entrapment, asphyxiation, and other dangers. We want to stress the importance of ensuring that children are never left alone or unattended inside vehicles. **FAMILIES VISITING CONCORD NEIGHBORHOOD CENTER ARE NOT ALLOWED TO LEAVE CHILDREN ALONE OR UNATTENDED IN A VEHICLE WHEN ON CONCORD'S PROPERTIES.** Children must be accompanied by an adult at all times.

Here is additional information and tips from the National Highway Transportation Safety Administration regarding child safety:

- **NEVER leave a child in a vehicle unattended.**
- **Make it a habit to look in the back seat EVERY time you exit the car.**
- **ALWAYS lock the car and put the keys out of reach.**
- **If you see a child left in an unattended vehicle, call 911 and get help immediately.**

**WHAT TO BRING:** Please send your child prepared to thrive, have fun, and participate fully in all activities. Every day, your child should bring:

- A backpack or other bag;
- Closed-toed shoes with a back heel;
- Weather-appropriate attire. Wear or send layers if temperature fluctuations are expected;
- A water bottle with your child's name clearly labeled;
- Any prescription medication that should be administered while your child is in our program (this includes inhalers).

Families should monitor the activity calendar and message boards to know when special events or field trips are planned, and send children prepared (i.e., swimsuit on swim days, socks for skating, etc.). Children must either arrive with sunscreen already applied or be able to apply it themselves. Staff will not apply sunscreen.

**TECHNOLOGY:** Concord does not allow the use of personal technology during structured programming, though children may have the opportunity to use cell phones, tablets, and other gaming systems during independent free time. If you send these items with your children, it is at your discretion. Concord is not responsible for lost, damaged, or stolen items, and staff will not store or supervise these items when they are not in use. Staff will confiscate technology if it is abused or misused. Devices should also be fully charged as children will not be permitted to charge their devices at the Center. Furthermore:

- Staff will not communicate with parents, guardians, or other adults with participants' technology. Families that need to communicate with staff should use Playground and/or the contact information provided on page two of this handbook.
- Concord adheres to all social media guidelines and age restrictions as outlined by law, and children will be held to the same rules while in our care.
- Staff will not friend or follow youth participants on social media;
- Participants are expressly prohibited from **creating or uploading** content that features or depicts other participants, staff, or the Center while in Concord's program.

**ABSENCES:** Families should inform Concord's staff if child will be absent from programming for any reason or length of time This includes illness, disruption in normal plans (i.e., a doctor's appointment)

or a recurring activity (i.e., afterschool tutoring on Wednesdays, soccer practice for six weeks). This helps Concord better plan activities and monitor the safety of all children.

**SIGN UP POLICY:** If you sign your children up for out-of-school care and they do not attend, you will still be charged for the care and, in some cases, may lose eligibility for care during subsequent breaks.

**Why are we making this change?** When we provide out-of-school care, we hire additional staff, plan activities, and order lunches based on the projected number of children who sign up. We lose money when we plan for 25 children but only 12 actually attend. It's also disruptive to our program and for the children who do attend.

**What if I sign up and my plans change, there is an emergency, or my child is ill?** First, this updated policy does not affect our existing payment policies (we charge a weekly fee, which means that if you attend for one day, you're charged for the whole week) or our health policies (children who are ill may not return to Concord until they have been fever free for at least 24 hours).

IF you sign-up, and then your plans change, you will not be penalized provided you inform staff that your plans have changed and you no longer need care prior to the beginning of the out-of-school care for which you signed up.

## SUPERVISION AND SAFETY

### YOUTH PROGRAM STAFF

The Youth Development Program staff offer a diversity of life experiences, interests, and strengths. All staff and individuals that work with youth are screened through reference and criminal history checks. They are required to complete drug and TB tests and to maintain CPR, First Aid, and Child Abuse Prevention credentials. Upon hire, youth staff complete at least 10 hours of orientation, and all staff complete at least 12 hours of professional development annually. Concord's programs always adhere to the supervision ratios established by the State of Indiana. They are calculated based on the age of the youngest participant in the group.

### STAFF RATIOS:

Age of Child	Staff	Students	Max Group Size
4	1	12	24
5+	1	15	30
6+	1	20	40

### A SAFE ENVIRONMENT FOR ALL

### CONCORD'S BOARD HAS ADOPTED A GENERAL ANTI-DISCRIMINATION POLICY THAT

**STATES:** Concord Neighborhood Center shall provide services to the community without regard to race, sex, religion, age, ability, national origin, sexual preference, or ancestry. Concord Neighborhood Center will provide a culturally welcoming environment. The CCA Board of Directors shall establish broad program policies for the total organization in such a manner as to recognize the Center's capability to interpret the needs and uniqueness of their own service area or constituency.

Further, the Center has a variety of procedures, policies, strategies, and systems in place to accommodate a diversity of abilities, interests, strengths, and needs. **Families should disclose any behavioral or health accommodations for their children on the registration card.** If a child presents new or different behaviors and/or receives a new or different diagnosis or treatment while actively enrolled, families should inform staff. Our staff will work together, with you, and with your child to develop a plan that allows for maximum participation in all programming.

## HEALTH AND HYGIENE

**MEDICATION:** Concord staff can dispense medication with a prescription label provided the following:

- Families complete a “**Medication Authorization**” form granting permission and instruction to dispense the medication;
- The medication is in its original container with the child’s name printed on the label;
- The medication is not being used to reduce a fever or other symptoms of a contagious illness.

If a child needs to take medication while at Concord, families should bring it and hand it to a staff person during drop-off. If a child refuses to take the medication, staff will contact the family for more information. If a family does not provide the medication, or a child refuses to take the medication, and it affects normal program participation, the child may not be allowed to stay in our care.

**ILLNESS:** Children who are feverish, vomiting, or have diarrhea should not be left in Concord’s care. Children that arrive to Concord—or become, over the course of their participation--visibly ill or with a fever will be sent home. They will not be able to return until symptoms have subsided for least 24 hours without medication.

Concord will continue to conduct daily temperature checks. The contactless screens are completed during morning drop-off. Children who register a fever above 100.9 will not be able to stay and will not be able to return for least 24 hours after the fever has subsided without medication.

**COVID-19:** The emergency phase of the COVID-19 pandemic was in effect when this handbook was written, but we recognize that guidance can, and will, change. Concord’s policies and procedures have been developed in accordance with local, state, and federal guidance as well as through regular consultation with public health partners. Children that test positive for COVID-19, whether symptomatic or not, must isolate for five days and cannot return until the end of that isolation period. Children who have been exposed to the virus and/or whose household members are positive do not need to isolate unless they test positive.

**PUBLIC HEALTH CRISES:** As the COVID-19 pandemic has demonstrated, the best medical advice and guidance can change as illnesses evolve and new treatments or prevention strategies become available. We reserve the right to amend our health and hygiene policies as COVID-19 continues to evolve and/or for emergent pandemic or public health crises.

**OTHER COMMUNICABLE DISEASES, ILLNESSES, AND INFECTIONS:** There are other health and hygiene situations that can disrupt normal program participation. Children that present with an illness or symptoms that are—or could be—contagious will not be able to attend programming. Examples include (but are not limited to): rashes, pink eye, chicken pox, ringworm, and head lice. Staff will determine whether a child that presents with emergent or unusual symptoms, or who reports feeling ill, will be permitted to remain in our care. Children that present with symptoms that are not contagious (i.e., a rash) may be required to submit documentation from a medical professional before they can return.

We periodically conduct head lice checks. Lice are highly contagious and can be difficult to get rid of. If a child has lice, or we find lice or nits (hatched eggs) during a check, the family will be contacted, and the child will not be able to return until the lice have been treated.

Children should not bring or share plush animals, blankets, or unnecessary clothing. The presence of ringworm, bed bugs, or other invasive insects on a participant's person or belongings will result removal from our programming until an effective treatment is in place.

## **SAFETY AND CLEANLINESS**

Concord's facility, programming spaces and equipment are kept in good, clean, and safe working order. Both the main and childcare facilities are continuously monitored and secured. Families that arrive outside of the normal drop-off/pick-up times should enter the facility at the main entrance, which is on South Meridian Street.

### **CLEANLINESS AND SAFETY PROCEDURES INCLUDE:**

- Staff are trained in CPR and First Aid;
- First aid kits are placed throughout the building and on the vehicles. When off-site, staff have portable kits with them;
- Floors are mopped and swept daily and whenever necessary;
- Flat surfaces are cleaned whenever a new group moves into the space;
- Participants wash their hands when they are dirty and before consuming food;
- Program equipment is wiped down and/or washed after use;
- The nutrition program manager is ServSafe certified;
- Agency vehicles are wiped down after each use;
- Complete and regular inspections and audits of emergency systems, infrastructure, vehicles, and equipment.

In the event of a severe weather event, power outage, or equipment failure, we will



communicate any delays or closures through our text messaging system. Again, please be sure your contact information is current.

**ACCIDENTS AND INJURIES:** At Concord, children spend time engaging in active play, games, and sports. Accidents—and injuries—are a normal part of this play and growing up. In the case of a minor injury, staff will treat the injury as necessary (a band aid, ice pack, etc.), complete an accident report, and inform the parent/guardian during pick up. If the injury is more severe and requires immediate medical attention, staff will contact the parent/guardian. If staff cannot reach the parent/guardian, other authorized individuals will be contacted. If no authorized individual can be reached, staff will contact EMS to transport the child to the preferred hospital. If the injury is severe or life-threatening, staff will contact EMS and any authorized individuals.

Though youth staff are CPR and First Aid certified, they are not medical professionals and cannot diagnose or treat illnesses or injuries. Families should disclose any health concerns, diagnoses, underlying conditions, or allergies on the child's registration card.

## BEHAVIOR MANAGEMENT

Concord's youth program offers a nurturing, caring environment where children can have fun, learn, and grow. Our behavior management policies and procedures support the well-being, safety and positive engagement of all children.

### CHILDREN CAN EXPECT:

1. To be in a safe and consistent environment;
2. To be treated respectfully;
3. To be nurtured and taught by staff;
4. To be held accountable according to reasonable development standards; and to receive fair discipline
5. To have fun!

### CONCORD CAN EXPECT ALL CHILDREN:

1. To be aware of and responsible for their actions;
2. To be respectful and follow program rules and instructions;
3. To be willing to participate, learn new things, and be kind to their peers;
4. To take care of their personal belongings as well as Concord's equipment and property.

### FAMILIES CAN EXPECT:

1. To leave their children in a caring and safe environment;
2. To participate in programming;
3. To be informed of activities, field trips, special events, and programmatic changes;
4. To be informed of their child/ren's achievements and challenges.

### CONCORD CAN EXPECT ALL FAMILIES:

1. To pay program fees on time;
2. To drop-off and pick-up children on time;
3. To follow health policies regarding sick and/or contagious illnesses;
4. To cooperate with staff to address any behavioral issues or concerns;
5. To foster a positive experience by sending children prepared.

Concord's youth program design incorporates a variety of pro-social strategies that support healthy and appropriate engagement for children and their families. Our staff are compassionate and capable, and they are trained in best practices youth development and behavioral management. Our activities

and expectations are age-appropriate and support a diversity of interests, abilities and learning styles. And we regularly schedule mindfulness activities and quiet games so that participants are not over-stimulated and better able to manage their emotions.

Behaviors that negatively affect the health and well-being of other participants, staff members, or the participant him/herself must be addressed. Staff will address problem or disruptive behaviors using a combination of the following: redirecting the behavior, removal from an activity, suspension from an activity, and family conferencing.

Behavioral issues are documented, and more severe behaviors or patterns may result in a formal write-up. Children who receive three or more write-ups within a certain period may be suspended from Concord's programming.

## **RESPONSE TO PROBLEM BEHAVIORS(S):**

**STEP ONE:** The participant will receive oral feedback regarding the behavior(s) that is disruptive, harmful, abusive, or threatening. The family may be notified and/or receive a written report.

**STEP TWO:** A subsequent incident or recurrent problem behaviors, whether similar or different, will result in a formal meeting between adult family members, and program- and/or agency-level staff to determine suitable corrective action.

**STEP THREE:** Following a third incident, the participant will be subject to a program suspension for a defined period.

Participants should discuss uncomfortable situations or behavior with staff when they occur. Staff cannot address issues that they do not know about, and it is much more effective to address issues when they occur rather than after time has elapsed.

**A NOTE:** Staff do not have the authority, and therefore cannot, mediate behavioral issues that occur outside of Concord's programming, such as at school, on the school bus, at home, or between participants and non-participants.

**A NOTE:** Participants who fight as a means of defending themselves will be subject to disciplinary procedures. We do not encourage or condone this behavior. Please make sure that your child knows that they should confide in a staff person or trusted adult when there are behavioral issues between participants.

## **BEHAVIORAL EXPECTATIONS FOR FAMILY MEMBERS**

It is expected that adult household members will behave in a manner that is respectful, kind, and appropriate. Concord will prohibit service to families whose adults:

- Use foul or derogatory language;
- Appear to be under the influence of a controlled substance and/or present with a noxious odor, such as marijuana, that is disruptive to the environment;
- Address or discipline the behaviors of another program participant;
- Are confrontational, aggressive, or intimidating;
- Threaten violence or cause bodily harm.

**GUNS AND WEAPONS ARE NOT PERMITTED ON THE PREMISES** for any reason or at any time. Parents, authorized adults, or children in violation of this policy will be expelled from the program.

## PAYMENT AND FEES

Concord is a registered nonprofit organization which means that the Center does not make a profit on the programs or fees assessed for care. The weekly tuition payments are used to pay for the programs and services that benefit our neighborhood and families like yours.

**Fees:** Program fees are assessed weekly, regardless of how many days or the duration of time for the participants' attendance. (In other words, one day of attendance= one week of attendance) Concord will prorate fees if the Center is closed or there is a partial week of school. Concord will charge a flat fee for single days of full day care that is offered when school is closed—such as holidays, snow days, or professional development.

The weekly fees are based on household income. Both the early learning and youth development programs are CCDF-certified. The Child Care Development Fund is administered by Indiana's Family and Social Service Administration (FSSA) and provides tuition reimbursement to eligible families. If you think you might qualify, or would like help with the enrollment process, contact Paula.

### FEE SCHEDULE

Tuition is collected weekly and is due no later than the Monday morning that services begin:

- Your balance will be recorded in Playground, and you may pay through the app or by credit card, cash, or check. (Payment through Playground is preferred).
- Program staff cannot accept payment or make change.



- If fees are more than two weeks behind, and payment arrangements are not made, services may be denied.

Concord will make reasonable payment arrangements with parents/guardians that do not share households or expenses. It is the adults' responsibility to agree on that arrangement and to share the arrangement with Concord. However, Concord will not mediate financial disputes between custodial guardians, and the tuition balance must be paid in full.

### **NSF POLICY**

Failed automatic payments or returned checks will result in a \$5 fee, and families will not be able to return until the payment and fee are paid in full.

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## APPENDIX ONE | RECIPIENT/PARTICIPANT COMPLAINTS

Any person who feels that he/she has been discriminated against or treated unfairly regarding the services provided through Concord Center Association Inc/dba Concord Neighborhood Center and who wishes to file a complaint may take the following steps:

- The recipient/participant should bring the complaint to the attention of the supervisor or manager of the program involved in the complaint within five (5) days of the alleged incident. The program supervisor or manager will meet with the recipient/participant as soon as it is convenient for both parties, but within five (5) working days, to resolve the issue informally.
- The staff person should review the complaint and his or her response with the ED/DD. The ED/DD may take any action he or she feels is necessary to document or further investigate the situation.
- If the recipient/participant is not satisfied with the response of the ED/DD, he or she may request, in writing, a further review by the Concord Program Committee. Such a written request must include the date of the incident, the name of agency staff persons involved in the incident and a complete description of the incident and the reason the initial response is considered unsatisfactory. The Concord Program Committee will not respond if a conference has not been held with the ED/DD. The Concord Program Committee will respond in writing within ten (10) working days regarding action being taken to address the complaint. The Concord Program Committee decision will be communicated to the recipient/participant in writing. The written complaint of the recipient/participant and the Concord Program Committee response will become part of the file.
- If the recipient/participant is not satisfied with the response from the Concord Program Committee, he or she may submit a written request to the Center Board President for a review by the Center Board. The Board President may appoint a board member or members to conduct such a review on behalf of the board. A written response to the recipient/participant will be provided within ten (10) working days of the review. The written complaint of the recipient/participant and the Center Board's response will become part of the file. The second review by the Board President and the second committee will finalize all appeals and review. The date signature of the Board President on the complaint case file will constitute the termination of the complaint.
- The ED/DD are responsible for reporting all written complaints to the Concord Board of Directors.

The following persons can explain the complaint procedures and your rights and responsibilities in filing a complaint:

Executive Director, Niki Lynn Girls  
Concord Center Association Inc/  
dba Concord Neighborhood  
1310 S. Meridian Street  
Indianapolis, IN 46225  
(317) 637-4376 ext. 2111  
email: [niki@concordindy.org](mailto:niki@concordindy.org)

Deputy Director, Priscilla Flanary  
Concord Center Association Inc /  
dba Concord Neighborhood Center  
1310 S. Meridian Street  
Indianapolis, IN 46225  
(317) 637-4376 ext. 2117  
email: [cflanary@concordindy.org](mailto:cflanary@concordindy.org)

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

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To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or
2. **fax:**  
(833) 256-1665 or (202) 690-7442; or
3. **email:**  
[Program.Intake@usda.gov](mailto:Program.Intake@usda.gov)

**This institution is an equal opportunity provider.**