



kong academy

Kong Academy's 2020 Handbook - Expectations and Code of Conduct -

Dear Guardians and Students:

Welcome to the Kong Academy Community!

We wanted to first say thank you for considering to be apart of the Kong Academy family of movers. To help ensure the highest quality of service we want to share this handbook. It helps promote a healthy and safe environment that encourages the physical, social, and emotional development of all students, inform guardians of policies and expectations, as well as share with you what you can expect from us as an organization. This guide includes detailed information about our *After-School Programs / Summer Camp* activities, procedures, and policies. Please read this handbook carefully and keep it in a safe place for easy reference during the program sessions. Kong Academy strives to provide an atmosphere where children can move, play, and grow; we always welcome suggestions and ideas that will help us to make your child's time with us beneficial and rewarding. We encourage you to share your thoughts and ideas with us at any time to help us grow and provide an even better service to our community.

Thank you,
*ka family

Kong Academy Responsibilities

Mission Statement

Kong Academy cultivates an environment where people can play, move and grow together.

We empower individuals to overcome their obstacles by honoring each person where they are, guiding their growth, and celebrating their persistence.

We create community and build trust by living our shared values.

Communication

Welcome Email: Kong Academy sends out an introduction email with the information you need for the program including the start and end dates and times of the program, information about your coach, as well as a link to the waiver.

Correspondence: Kong Academy primarily communicates with our participants guardians through email to info@kongacademy.org and we typically get back to emails within 48 hours.

Should you need to reach anyone for an emergency you may call:

- Our Chief Play Officer (*Elke*) at: (206) 227-7192
- Our Synergistic Functionalities Ninja (*Nina*) at: (661) 992-5097

Programming

Student Check in: At the start of a program, Kong Academy staff signs in each present registered child on the attendance list.

- Public After-School: Our coach will check the absence list or contact the person listed on the emergency list in case a child is unaccounted for.
- Private After-School: Our coach will communicate with a school staff member.
- Summer Camp: Our coach will wait at the meet up spot for up to 30mins for all campers. If you know you will be late beforehand then please notify info@kongacademy.org.

Snack: (Kong Academy does not provide snacks for students)

- Public After-School: 5-10mins of snack time may be provided at the beginning of class for students to refresh and prepare.
- Private After-School: Coach will follow school's snack procedure or may provide 5-10mins as above.
- Summer Camp: Campers have a snack break as well as a lunch break. Kong Academy does not provide lunch for the students.

Warm up: We always begin the program with a warm up to keep our students safe and prepare them for the class activities.

Safe progression: Our teaching method slowly progresses students abilities and we stay within the comfort zone of the students. We encourage them to try new movements and techniques, but never push them to try something they are uncomfortable with. We meet every child at their level and build our progressions from that level.

Code of Conduct

Kong Academy is committed to providing a welcoming, safe and fun environment for all students. Therefore, it is important that everyone exhibits respect for themselves, fellow movers, coaches and the environment at all times. At every class, our coaches review and discuss procedures, structure and behavior expectations with our young movers. Everyone is asked to be respectful of other movers, coaches and the environment we use for practice. Inappropriate, disruptive and/or violent behavior will not be tolerated. Examples of inappropriate behavior include, but are not limited to: fighting, name-calling, foul language, arguing, bullying, leaving the group, or using a cell phone during class. Minor behavioral problems such as unwillingness to participate in any of the activity or minor disputes with other group members will be addressed by our coaches. If behavior issues persist, parents or guardians will be contacted to work towards a resolution and the student will be given a probation period of two classes during which they are given the opportunity to prove that they are willing to follow our code of conduct. If a student's behavior continues to disrupt the class or endangers the physical or emotional safety of themselves or others, Kong Academy reserves the right to suspend the student for a session or more or finally disenroll the student with no refund. However, suspension and disenrollment are extremely rare. We strongly work with the student and parent towards a solution other than expulsion whenever feasible.

Behavior Management Policy

All Kong Academy staff has received coaching training and has gone through social and emotional development training. Our staff will make every effort to manage all behavioral issues in class with the priority of helping, nurturing and promoting the wellbeing of all our students.

Our general consequence progression is as follows: (coaches follow this as a guideline)

Warning → 2nd warning → 5 min timeout → 5 min timeout + 5 min loss of free time → Sit out for the remainder of class → communication with a parent + action plan/probation (up to 2 classes) → suspension (up to 2 classes) → disenrollment.

We believe that every day is a new day and will not carry over consequences from a previous session. However Kong Academy reserves the right to jump ahead in the consequence progression should that action be warranted.

Health

Accidents: In the event of a light accident or acute illness, every effort will be made to notify the child's parents. If a situation requires immediate attention, 911 will be called and the child will be transported to the hospital by ambulance. An injury report will be filled out and you will be notified by Kong Academy as soon as possible.

Ouch Report Policy: If a child gets injured or hurts another child (even if minor) while in our program, we write a report summarizing the event. This will be sent home with you at the end of the class. In the event of a serious incident, you will be notified immediately.

Medications: We do not administer medication.

Cancellation policy

After-School Program Cancellation Policy (for registration through 6crickets):

Full payment is required before the start of the program. If you choose to cancel registration before the start of the program, a refund of 50% will be given. Unless under exceptional circumstances, no refunds are given after the second session has finished. If there are any medical reasons why your child discontinues our program, please contact us and a credit for a future program or a refund minus attended classes and an administration fee of \$100 will be given.

Summer Camp Cancellation Policy:

Full payment is required at registration. In case you need to cancel your camp registration, you can move to one of our other summer camps provided there is space available. If we have a waitlist or you find a replacement, we are happy to send you a refund minus an administration fee of \$100 until June 1st. Afterwards, no refunds will be given unless under exceptional circumstances. If there are any medical reasons why your child cannot start or has to discontinue our program, please contact us and a credit for a future program or a refund minus attended classes and an administration fee of \$100 will be given.

For both:

We reserve the right to cancel a program due to low registration. If this happens, you will be refunded the full amount.

Inclement weather:

We are absolutely committed to fulfill our contracts. However sometimes weather can shut down schools, close roads, or make running a class unsafe. Therefore we reserve the right to cancel a class under such conditions. In order to provide the value of the purchased classes that may miss days, especially in the winter season, we hold makeup events that will be announced shortly after the date(s) of the day(s) missed. We do not refund classes that are cancelled due to weather.

Guardians Expectations

Absence: Please inform info@kongacademy.org if your child will be absent from class.

Guardian pick-up: Kong Academy sends you a Welcome Email with details about start and end of the program, pick up time and location etc. Please make sure you pick your child up promptly after class. At pick up, please make sure you sign out your child on the coach's attendance sheet.

Late Pick up: There is a grace period of 10 minutes. If your child is picked up later than 10 minutes after the end of class, Kong Academy reserves the right to charge \$5 for every additional 5 minutes. If you are running late you must notify Kong Academy at info@kongacademy.org immediately so we can inform the coach. The additional late fee still applies.

Behavioral pick up: We will always do our best to ensure a child's success and manage issues on site. However, a student's failure to adhere to the Kong Academy *Code of Conduct* may result in immediate removal from the program for the day or the remainder of the sessions and it will be the parents' responsibility to come and pick up the child or have an authorised adult pick them up if called.

General Health: Please make sure your child is in good health in order to attend. If your child has any movement restrictions, please notify info@kongacademy.org so we can let the coach know. If your child has a fever, cold etc. please don't send them to class.

Clothing: We will often be outdoors. Please make sure your child is prepared to come to the program with appropriate clothes and shoes for the day. Including a change of clothes if the weather forecast is rain.

Food: We give the group snack time to keep their energy up. Please provide a healthy snack for your child.

Cell Phones: Students may not use their cell phones during class. If there is a special circumstance please communicate that to us ahead of time and we may make special considerations, otherwise all calls must wait till after class.

Head Lice: The After School Program has a no lice, no nit policy. If head lice are found, the parents of the child will be notified and asked to take the child home for treatment. Children who have been sent home with head lice may return to the program once they have been cleared for return.

Payment: Tuition must be paid in full prior to the start date of the program or the students spot is liable to be given to the next student on the waiting list. We are always willing to work with families that may need help or extra time to pay tuition. Though no promises can be made we will make our best effort to accommodate all families.

First come first serve: Kong Academy enrolls students on a first come first serve basis. Due to the nature of our program, we can only accommodate a certain number of students at each class. If you are not able to enroll, you will be put on a waiting list. If student slots become available, we will contact parents on our waiting list.

Waiver: Kong Academy needs to have a signed liability waiver on file for every participant/student. Without a signed waiver, students will not be allowed to attend class.

Special Considerations

We want to give every child the best experience possible. Should your child require additional support to attend this class, whether it is any physical, emotional, or mental limitations, Kong Academy must be notified prior to registration so that we can accommodate any special needs for individuals as well as satisfy the needs of the group to ensure everyone's safety, growth, and happiness.

Please note that to ensure your child's safety, coaches need to spot the students. This means that they will touch the child during some of the movements to prevent any accidents and injuries. Please talk to your child about this before starting the program to make sure they understand that this is to ensure their safety and they feel comfortable with physical contact from our coaches.

For Students:

Attending Kong Academy classes are a privilege, not a right. You are expected to behave in a kind and respectful way to everyone and the environment we practice in. If your behaviour keeps the class from being fun, safe and educational, you may lose the privilege to attend the program.

You have the right to:

- Be in a safe and supportive class
- Be treated with respect
- Learn new and exciting things
- Play fair within the rules
- Ask questions and be helped by the instructor.
- In all disciplinary matters, to have the opportunity to present their version of the event.

The Rules you must follow are:

- Listen and follow directions
- Respect everyone and everything in class
- Make your best effort to have fun, learn, and stay safe
- Be responsible and accept the consequences of your actions
- Stay and work together at all times.

If you choose to break these rules you may be removed from the program and your parent will come and pick you up.

I have read my rights and rules and agree to them:

(name) _____ (date) _____