



THE MARYLAND UMBRELLA GROUP

PASS
Handbook

Dear Parents,

Welcome to the Parents Advocate Students Succeed (PASS) Handbook. We are looking forward to helping your child achieve academic improvement and confidence in the classroom. This parent handbook outlines our operating policies and procedures in order to provide your child the best possible experience with the Maryland Umbrella Group (MUG) Tutors. Please review all the contents in this manual carefully; you are responsible for reading and understanding it.

Testing

Each child will receive a learning style assessment and a subject based assessment determined by the subject matter that you would like your child to improve in. All testing is conducted at the Maryland Umbrella Group Office - 408 Addison Road, Seat Pleasant, MD 20743. Testing should take approximately 1 hour. Parents will receive the results of the assessments within 2 business days. The results of the assessment will help MUG staff tailor the tutoring plan to the needs of your child.

Communication

Communication is very important to the academic success of your child. Communication requires regular updates on class performance, bringing in test results in the subject your child is working on and copies of report cards, progress reports and study guides when available.

In an effort to go green we would prefer to receive forms and documents electronically if possible.

Important Notes - Any important information will be distributed either electronically or to each student in a paper format to take home to their parents.

Evaluations- You will receive end of school year evaluations. We look forward to your input to help us constantly improve our program's quality. We appreciate you completing them and turning them in. Please do not wait for an evaluation to let us know if you have any suggestions or comments. Always feel comfortable talking to the staff.

Phone – You may call the office anytime to check on your child's tutoring experience. Please remember that there is not always someone available to take your call at our administrative office due to training, meeting and staff hours. In emergencies, when office cannot be reached, please call the Maryland Umbrella Group Vice President at 301-219-6650

Frequently asked Questions and Concerns

The following is a list of typical questions and concerns and the staff that can best assist you:

Payment or Registration Questions: Please direct these types of questions to Christal Batey-301-968-7816. Payment and billing is done via Paypal. All payments are due prior to services being rendered and billing is emailed monthly,

Allergies: Please make sure this information is noted on the application form and the MUG staff is aware of the any allergy your child may have.

Behavior: Problems or concerns, about your child's behavior will be brought to your attention at dismissal time on the day the incident occurs. It is the expectation of the MUG's PASS Program that all participants are polite, respectful of adults and other students and tutors during their time with us.

Any Other Questions or Concerns: Please see the Christal Batey, Vice President or Carol McCreary-Maddox, Executive Director at 301-968-7816. If you are unable to speak with them due to pick-up/drop off schedule, please feel free to speak or leave a note with a phone number and a good time for us to reach you.

Special Needs

If your child has any special needs, please make the staff aware of this by noting it on the PASS Tutoring application form. Special needs might include, but are not limited to: asthma, any allergies (food or environment), physical restrictions, behavior issues (ADD, ADHD) or anything else that MUG staff should be aware of to help your child have the best possible tutoring experience.

Arrival and Pick up Procedure

All children under 12 should be walked into the office and signed in. We ask that parents at least come in at pick up time to allow the tutor to convey the day's lessons and expectations for work completion between sessions. Please park in designated parking spaces in parking lots. Please do not park in fire lane or in the handicapped parking spots unless they are applicable to your tags or mirror hanging placard. .

Late Child Pick-up

Parents are to pick their child up by the time their program is scheduled to end. **After pick up time, parents will be charged a late fee of \$15 for every 15 minutes you are late picking up your child.**

Medical Emergencies

By signing up for the PASS program you have signed a waiver stating that you have authorized the Maryland Umbrella Group to administer emergency medical services as needed to your child. In the event of a medical emergency and/or accident, the Director or will provide emergency first aid. If the injury requires emergency attention (other than minor injuries such as cuts, scrapes, bruises, etc.) we shall then contact the parent. In the event that the parent is unable to be reached in a reasonable amount of time, the emergency contact provided on the camper authorization form will be contacted. In the event that neither the parent or emergency contacts cannot be reached, and emergency care is required, the staff will call emergency services for the child to be transported to the nearest hospital. If the emergency is life threatening, emergency services may be activated prior to calling a parent or emergency contact. MUG staff will accompany a child in the ambulance and wait at the hospital for a parent/caretaker to arrive. Your authorization for the staff to take whatever emergency medical measures deemed necessary is understood to be part of this agreement.

Medicines

Medications will not be administered by MUG staff during sessions.

Illnesses

For the protection of all children, your child should NOT be brought to tutoring if showing any of the following symptoms: a temperature, diarrhea or vomiting, a rash or nasal discharge. Parents should exercise every precaution and keep their child home for twenty-four (24) hours once these symptoms have occurred. In case of head lice, a child should stay home for 24 hours after his/her first treatment. Children must feel and be well enough to participate in the tutoring activities upon returning from an illness. If the child has a contagious disease, he/she should be kept home and **YOU MUST REPORT THE CONDITION TO THE DIRECTOR IMMEDIATELY**. Included in this category are conditions recognized as “highly contagious” such as strep throat, pin worms, measles, mumps, chicken pox, scarlet fever, head lice, pink eye, etc. Parents will be informed of such illnesses that are reported to staff via memo.

Emergency Contacts

Parents are required to provide emergency contacts. These are listed on your child’s Authorization Form. Emergency contacts will be contacted when we are unable to reach parents at the numbers provided, and your child is sick, injured or still on site after the program ends. If there are any changes or additions to the emergency contacts, please submit this in writing. This information is needed to ensure the safety of your child.

Toys or Electronics from Home

Use of cell phones, iPods and hand held games are **NOT** permitted during tutoring **The MUG Staff cannot be responsible for any personal items of value brought to tutoring that may be lost or damaged.**

Personal Items to Bring to tutoring

Children should bring the following items to tutoring each day:

A sturdy bag (backpack, tote bag)

Notebook

Paper – lined or graph paper if necessary

Pencils and Pens

A two pocket folder (Supplied by MUG Tutor)

Homework if applicable

Book or log in code- if applicable

Tutors in Training

The PASS Program utilizes Tutors in Training in addition to tutors. They are in the process of developing the skills to be future tutors. The role of the tutors in training is to assist tutors with scoring papers, carrying out tutor’s instructions, providing administrative support, and making your child feel comfortable with the tutoring process. Tutors in training are volunteers and receive a token of appreciation from the MUG based on their participation.

Tutoring Payment:

Payments may be made via Pay Pal, by checks made payable to the Maryland Umbrella Group Inc. or cash. All payments should be given to the PASS Staff or paid online. If your check bounces an additional fee of \$35 plus the amount of the check must be paid prior to your child returning to tutoring.

Photo Policy

Photographs and videos are periodically taken of participants while they are engaged in tutoring activities. Please be aware that these photos may appear in the local newspapers, MUG publications, or website. If for some reason, you do not wish to have your child identified in a photograph please specify this on your application in section marked photo release.

Thank you for choosing the Maryland Umbrella Group Inc. PASS Tutoring Program

PASS Handbook Receipt

I, _____, parent/guardian of
_____ acknowledge receipt of the
Summer Success Tutoring Program Handbook.

_____ Signature _____ Date

_____ (Please print name)