



## Main Office

4845 Jamestown Ave Suite 211

Baton Rouge, Louisiana 70808

Phone: (225) 330-2424

Fax: (888) 202-8342

Email: [contact@akccl.org](mailto:contact@akccl.org)

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## PROGRAM POLICY

### PURPOSE:

To maintain the integrity of the program and to respect the business practices and hours of operation of the program, the following policy has been put into place.

### LATE PAYMENT POLICY:

Payment is due no later than Monday or the first day of the service week by 9:00 am each week. **Payments can be made online at [www.akccl.org](http://www.akccl.org)**. If a payment is not received by that time, a \$5.00 a day late fee will be added to your account.

### LATE PICK-UP POLICY:

**POLICY:** A Kingdom Connection Changing Lives (AKCCL) site locations closes at 5:30 pm. All children are expected to be picked up by a parent or authorized guardian by 5:30 pm. **After 5:35 there is an automatic \$10 late fee. Examples; if a child is picked up at 5:36 pm it is a \$10 late fee. If a parent or guardian arrives after 5:40 pm, then an additional \$1.00 per minute fee will accrue.** There will be no exceptions or warnings. If a parent/guardian is late for whatever reason (flat tire, heavy traffic, weather conditions etc.) a late charge will be issued. A “no exceptions” policy makes it easier to apply the late policy to everyone consistently and fairly.

### LATE PICK-UP PROCEDURE:

1. The Late Pick-up Policy will be provided to all parents with children enrolled in any of AKCCL's programs. If you know you are running late, please contact your child's Site Facilitator and let them know the anticipated time of pick-up. It is helpful for staff to know in advance so they can help your child adjust to the late departure. It also helps the Site Manager plan for staff coverage during the minutes the child is remaining over in the program. Direct numbers to call are 225-242-9402 or the site facilitator.
2. If a parent has not contacted the Site Manager by 5:35, the Site Facilitator will contact the parent(s)/guardians. If we are not able to reach the parent(s), we will call from the child's authorized emergency contact list. If we are unable to reach anyone and the child has not been picked up by 6:00 pm, we have no other choice but to call Child Protective Services at: (1-888-452-5437 and the local Police Department.
3. Parent must sign out their child with the accurate time of pick-up. Pick-up time is determined from the Programs clock setting.
4. If you are having consistent difficulties in picking up your child by 5:30 pm, please call the office so we can help you find resources or assist to find solutions for prompt departure.