

## **PIER Center for Life Enrichment Guidelines**

P.O. Box 1092  
Cumming, GA 30028  
678-455-PIER(7437)

**Monday-Friday 9:00 a.m. - 3:00 p.m. (excludes certain holidays)**

**Payment:** All participants will be invoiced each month for the days parents/guardians have agreed upon. The PIER Center requires a 30 day notice if participant needs to cancel service. **Any request for changes must be done by email to [cindy@thepiercenter.org](mailto:cindy@thepiercenter.org)**. Payments for invoices need to be paid by the 15th of each month. Payments received after the 15th will be charged a \$50 late fee.

**Morning Drop-Off Procedure:** The PIER Center requires that all participants be dropped off between 9:00 a.m - 9:30 a.m. each day. Please give all ride share services a 9:15 arrival time. If participant arrives before 9:00 they will need to wait until the doors open at 9:00. If participants arrive later than 9:30 they will need to be responsible for their own transportation to morning activity.

**Afternoon Pick-Up Procedure:** The PIER Center requires that all participants be picked up between 2:30-3:00 p.m. each day. Please give all ride share services a 2:45 pick up time. A late fee of **\$1 per minute** will accrue for any late pick ups after 3:00 p.m.

**PIER Center Emergency Contact:** The PIER Center has it's own phone number to be used for all communication (678-455-7437). The staff will have this phone on and available at all times during the day. Please do not text/call/email Life Coaches directly during or after hours. Please direct any issues/concerns to Cindy Matteson by email. [cindy@thepiercenter.org](mailto:cindy@thepiercenter.org)

**Schedule:** The PIER Center will be sending out a monthly schedule by email to all families. Please note that this schedule could change due to weather, staffing or better opportunities. The PIER will communicate these changes via email. Please check your email each weekend for updates! The PIER will be closed for inclement weather if County Schools are **closed or delayed**.

**Personal Items:** PIER Center will not be responsible for any personal items brought by participants. It is best to only send in what is needed for each day so your adult doesn't lose important items.

**Medical Needs:** The PIER Center is not able to administer any prescription medicine to participants. All participants who carry medicine with them will need to be responsible for and be able to take their medicine independently. If participant needs a medicine reminder parent/caregiver will need to text PIER phone to offer assistance with reminders.

**Emergency Information:** In case of an emergency the PIER Staff will call 911 and then parent/caregiver listed under emergency contacts. PIER Staff will follow instructions of 911 personnel until help arrives.

**Behavior Issues:** PIER Center is not able to manage behavior issues due to the nature of the program. Staff will contact and rely on assistance from parents/ caregivers if any of the following issues occur. Participants with continued behavioral issues will not be permitted to attend.

1. Refusal to follow instructions.
2. Displays violent behavior (hitting, slapping, pushing)
3. Displays emotional outbursts
4. Uses profane language
5. Refuses to participate in activities
6. Appears irritated, tired or sick (please do not send in your adult if they haven't slept, have had a fever or are extremely upset)
7. Is a harm to themselves or others.
8. No drugs, alcohol or weapons may be brought with participants.

\*Family/Caregiver will need to be available to be reached by phone from 9:00-3:00 each day and also available to pick up participant if necessary.

I agree to the above guidelines and procedures established by The PIER Center for Life Enrichment. I agree to do my best to partner with staff and leadership to help provide the best experience for all participants. If I have any issues with staff/leadership I will request a meeting to discuss and resolve these issues.

\_\_\_\_\_  
Participant Name (PRINT)

\_\_\_\_\_  
Parent/Caregiver Signature

\_\_\_\_\_  
Date

