

**Heron Heights Elementary**

**Parent Handbook**

**2019-2020**



Welcome to another fun-filled year of before and/or after school childcare. We understand that parents are faced with the difficult task of finding quality childcare. The goal of this program is to offer a wide variety of activities in a safe and nurturing environment.

Heron Heights will provide parents with a secure, supervised, constructive learning and play environment for their children. This program is designed for the ages of the children who attend the school. Activities will be age appropriate and supervised by competent, caring, qualified staff members.

The Mission of the Before & After School Children Care department is to provide students with:

- an inclusive child care program that is safe and nurturing in a comfortable environment
- a culturally enriching program that promotes the physical, intellectual, emotional and social development of each student
- a program that meets the highest quality of child care standards

### **Important Program Information**

Supervisor Name(s): Solange Dawson & Yvette Recart  
Email(s): Solange.Dawson@browardschools.com Yvette.Nunez@  
Program Contact Number: 754-322-9172  
Program Cell: \_\_\_\_\_

### **Personnel/Staff**

In compliance with the state of Florida, the School Board of Broward County requires that all staff members of the program are fingerprinted, cleared, and badged. Additionally, all staff are mandated to attend a minimum of 10 hours of ongoing professional development per year. Ratios for BASCC programs are as follows: 1:10 for pre-school, 1:20 for grades K-5, and 1:25 for grades 6-8. Students with special needs may require a lower ratio.

### **Description of Services**

The daily program schedule will include:

- Snack/meal time
- Homework assistance
- Outdoor activities
- Academic enhancement
- Access to technology
- Service Learning (Middle School programs only)
- Other scheduled activities may include cultural arts, cooking, science, drama, arts and crafts

## Homework

All students will be scheduled for structured homework time. Not all students will complete their homework during the allotted amount of time. If you wish for your child to miss an activity to complete their homework, please discuss it with the supervisor of the program.

While your child is attending the program, we encourage you to allow them to participate in all activities. We believe this will encourage creativity and help to build self-worth. Our activities give children an opportunity to develop social skills.

## Recreational/Outdoor Play

Elementary School Students (programs longer than 3 hours): Each day, all students are scheduled for at least 30 minutes of outdoor play. There may be organized games, free play, and time to socialize.

Middle School Students/Elementary School Students (programs less than 3 hours): Effort will be made to include physical play in the schedule, as time permits, depending on the length of the before or after school program.

## Breakfast/Snack/Dinner Time

Speak with the program supervisor about the breakfast/snack/dinner provisions available. Food may be offered by the program or may need to be provided by the parent. If the student forgets his/her snack or snack money, a reminder will be sent home.

We promote a healthy lifestyle, and snack from home should reflect this goal.

Please refrain from sending items which contain peanuts, as many of our students have severe peanut allergies.

## Days and Times of Operation

Aftercare Program operates from school dismissal until 6 PM. Program is offered on all school days including Early Release Days.

Before Care Hours: 6:30 - 7:30 AM  
Extended Day Time N/A PM (if offered)  
Non-School Day Hours N/A AM to          PM (if offered)

## Enrollment Procedures

All students attending the program must be registered at that school. Students from other Broward County Public Schools may not attend unless approved by the school administrator. All students must be registered in the program and paid before

attending. For the registration to be complete, an alternative pick-up password and emergency contact must be provided at the time of registration.

Registration forms must be completed each year, for each student. Additionally, a registration fee must be paid annually. If groups reach their ratio capacity, the program may create a waitlist. As spaces become available, parents will be contacted.

Upon entering the program, all students begin a two-week trial period. If the program cannot meet the student's needs, the student may be withdrawn.

### **Withdrawal Procedures**

If a parent/guardian withdraws their child from the program, written notification must be given stating the date of withdrawal. A refund will be issued for any unused days left in the payment period. The registration fee and activity fee, if applicable, are non-refundable.

If a student is absent for nine days without notification from the parent/guardian regarding the status of the student, the student will be automatically withdrawn, with no refund issued.

Students moving from one school to another during the school year, must register in the new location, and pay a new registration fee. Registration fees do not transfer from one school to another school. The parent/guardian should check with the new school's program, prior to the move, to see if the program has space available for their child to attend as they may be at capacity for their ratios.

### **Financial Information**

Per Broward County School Board Policy #3411 and the Constitution of the State of Florida, Article VII, Section 10, all payments are due before services can be rendered.

Payments made at the school location are due by the closing time of the program on the scheduled payment date. On-line payments must be made by 11:00 PM of the scheduled payment date. Failure to pay by this time will result in the automatic withdrawal of the student from the program. Students cannot participate in the program until payment, including the required re-registration fee and any unpaid late pickup fees, has been paid.

If payment has not been made, and a student has been removed from the program, the student will not be allowed to attend the program. Parents/guardians must make other arrangements for their child(ren)'s care until the student has been reregistered in the program. If a payment has not been made and the student attends the program, the parent will be called to pick the student up. The student will remain at the designated sign out area until the parent/guardian arrives. If the program cannot reach the parent(s)/guardian(s), the program will follow the procedure established by Broward County Public School Board Policy for abandoned students.

To re-enter the program, the parent/guardian must re-register the student by completing a registration form and paying a re-registration fee. All fees due, including any late pickup fees owed, must be paid in full before a student can continue.

Any unpaid fees will be made a "student obligation". Student obligations must be paid before the parent will be able to use the e-store (online payments) for any future school purposes.

If payment is not made by the last day to pay three times, the program may exit the child from the program.

Please refer to your payment schedule for the payment due dates. In addition, a magnet with payment dates has been provided to you for reference.

The program cannot accept checks. Payment may be made online through the e-store, with cash, money order, cashier's checks, credit card, or debit cards. Parents are responsible for keeping their receipts.

### **Broward County Public School Tax ID # 59-6000530**

#### **Scholarships**

A reduced scholarship rate may be available to families who are currently enrolled in the program. The student(s) must be approved for free or reduced meals. The applicant must meet additional qualifications. Scholarships are based on need and are limited.

All before/aftercare fees must be paid in advance of service. Failure to make the payment by the last day to pay will result in the loss of the scholarship with no guarantee of reinstatement.

Scholarship applications are available on-line. Speak with your program's supervisor for more information. Scholarships do not continue from the previous year. Families must reapply yearly.

#### **Late Pick Up**

At Late Pick-Up fee will be charged if a student is not picked up before the program's closing time. This fee is \$15.00 per 15 minute increment i.e. 1-15 minutes, 16-30 minutes, 31-45 minutes, etc). The Late Pick-Up fee will be charged per family and not per student. The clock used for the time is the electronic sign out system (PDMS) used by the program. All outstanding late pick-up fees must be paid before the next payment period begins. Any late pick-up fees not paid by the end of the pay period may become a "student obligation". Excessive late pick-up fees may result in your child being exited from the program. Families that frequently experience difficulty picking students up on time should speak with the supervisor to discuss alternatives.

If necessary, the program will make every attempt to reach you at the end of the day or for an emergency. If the program is unable to reach the parent/guardian or alternative designee on the registration, the local police department will be called.

### **Discipline**

All students attending the program are expected to follow the Broward County Public Schools (BCPS) "Code of Student Conduct", and School Board of Broward County (SBBC) Anti-Bullying Policy 5.9.

Inappropriate behaviors, including but not limited to, bullying and cyberbullying, are not acceptable. Students who cannot follow the daily acceptable behaviors will be placed on a "Behavior Plan". The consequences for misbehaviors will vary from time out, missing an activity, suspension, or exit from the program. If a student's behavior endangers or injures another individual, the student may be immediately exited from the program.

Students who have been suspended from the program due to behavior, may not attend until the supervisor has had a conference with the student and the parent/guardian.

After three documented incidents, of which the parent has been notified, a student may be exited from the program.

Students suspended from the school, may not attend the program during their suspension.

Fees will not be refunded for absences due to suspension.

Students who are placed on "Internal Suspension" for the school day, may attend the program.

### **Student Cell Phone Usage**

The program is an extension of the school day. Students are expected to follow the same guidelines reflected in SBBC "Code of Conduct" regarding the use of cell phones. When students are in the program, cell phones may not be used, must be off, and out of sight. Students may have cell phones in their possession, but may only use them with permission, in a designated area, as specified by the supervisor.

### **Video Games, iPods, iPad, Tablets**

The use of these and other personal technology items from home are restricted in accordance with SBBC "Code of Student Conduct". The program is not responsible for any loss or damage to property if students bring them to the program. They are the sole responsibility of the student.

## **Health Information**

This program is required to have at least two (2) staff members on-site, at all times, who are trained in CPR/First Aid/AED. Each site is equipped with a first aid kit and has access to an AED machine.

## **Students' Health Information**

Students' allergy or medical information must be noted on the registration form and will be shared with staff. HIPPA and FERPA procedures will be followed to keep this information private.

Minor injuries will be handled at the program. Parents/guardians will be notified immediately if medical attention is needed or the injury is questionable. If the injury is serious, 911 will be called first and then the parents/guardians will be contacted.

## **Medication**

Dispensing of medication follows SBBC Policy #6305. No medication will be administered without an SBBC approved medication form. All medication is kept locked in a secure location.

## **Safety Information**

**Drills** – Safety drills are conducted throughout the year. These include fire, evacuation, tornado, and lockdown. If you arrive to pick up your child during an active drill, you will be asked to wait until the drill has concluded and the “All Clear” has been announced. Please be patient, these drills are conducted to ensure the safety and security of your child(ren).

**Active Emergency** – If you arrive during an active “Lockdown”, no one will be allowed to enter or leave the building. You will be asked to wait off campus. Once the students have been secured, the program will attempt to contact you via text, email or phone to keep you informed. Once the “All Clear” has been called you may enter the school to sign out your child.

During an active “Evacuation”, if a severe safety issue exists, students may be moved to an alternate location off campus. Once the children have been secured, the program will attempt to contact you via text, email or phone to inform you of the pick-up location. For safety reasons, the program does not disclose the location in advance.

## **Students' Dress Code**

Students must follow the dress code set by BCPS. Appropriate footwear should be worn daily for active play. Inappropriate footwear may prohibit students from participating in some physical or outdoor activities.

## **Attendance**

Aftercare Programs: Attendance is taken within the first fifteen minutes of the program's start time. If a student does not report to the program and is not on the school's absentee or early dismissal list, the parent/guardian, or emergency contact will be notified to verify the student's absence. Steps taken by the program if a child is not present include contacting the classroom teacher, doing an "All Call" on the campus, sending extra staff to look for the child, and calling 911. We take it very seriously when a child's location is unknown.

If a student will not attend the program for any reason, it is the parent/guardian's responsibility to inform the supervisor. Do not ask your child's teacher to notify the program. Call the program or school and leave a message prior to the start time of the program. These procedures are in place to ensure the safety of your child. Consistently failing to notify the supervisor of your child's absence may result in your child being exited from the program.

A student who is absent from the school may come to the program if they were not absent due to illness. The registering adult, or any other adult designated on the registration form (with permission for pick-up) signs the student in to the program. Arrival to the program must be within the first 30 minutes of the program start time.

A "Release of Liability/Permission" form must be completed if parents/guardians wish students to be released to a person not employed by the program for special programs (tutoring, sport camps, gymnastics, cheerleading, ELOP, PAL, Girl Scouts, Classroom Teacher Helper, Chorus, etc.)

School staff children must follow the same sign-in and sign-out procedures as all other students enrolled in the program.

### **Before Care Arrival and Sign-In Procedure**

Parents must bring their child into the Before care program and sign them in before leaving the school. This shows evidence that your child is attending the program as well as who is bringing them to the program.

Middle school students, with written permission from the registering adult, may sign themselves in to the program. For the safety of students, the minimum age for signing a student in to the program with written parent permission is 12 years of age.

Student sign-in will be conducted using the program's iPads. All signatures must be legible.

### **After School Dismissal/Sign-Out Procedure**

Students may only be signed out and dismissed from the designated area. Only persons indicated on the registration form as having authorization, and producing a photo identification for verification, will be permitted to sign the student out. If for some



reason, a person not listed as "authorized" needs to pick up your child(ren), the registering adult must call the program, give the alternate's name, and provide the password on the registration form. The supervisor will check photo identification from the person picking up prior to releasing the child. For more information please refer to section called "Family Matters".

Student sign-out will be conducted using the program's iPads. All signatures must be legible.

NOTE: Parents/guardians must wait at the sign-out desk for the child and directly supervise their exit from the school.

Middle school students, with written permission from the registering adult, may sign themselves out from the program at a specified time.

Elementary students may not sign themselves out and walk/ride a bike home.

For the safety of students, the minimum age for signing a student out of the program with written parent permission is 12 years of age.

Once a student has been signed out, they are no longer the responsibility of the program, and must leave the campus. Please note, crossing guards are only in place for 30 minutes after the end of the school day.

Every effort will be made by the aftercare staff to make the pick-up process timely. Please do not call ahead for your child. For safety reasons, students cannot wait in the sign-out area for parents/guardians to arrive.

Students may be signed out of the program, for a designated amount of time, by an authorized person and returned to rejoin their group once they are finished. This privilege will only be allowed once daily and should not be abused.

Therapy may be provided at the school location with the appropriate documentation. The therapist must have an approved vendor badge to provide the service. The program will not provide any staff to stay with the student during therapy.

### **Program Concerns**

All concerns/complaints are taken seriously. They will be addressed in the appropriate manner, with the goal of maintaining positive relationships. Please try to resolve all matters at the site with the supervisor. With all parties listening to each other, problems can be resolved. If you have a concern that cannot be resolved with the supervisor, speak with the school administrator who oversees the program. If the program supervisor and the school administrator cannot resolve the issue, feel free to contact the Director of the Before and After School Child Care department at 754-321-3330. If you call after hours, please leave a message with your full name, name of the school your child attends, your phone number, and the reason you are calling.

## **Parent Role and Responsibilities**

Parents/guardians are welcome to visit the program. Please let the supervisor know when you would like to visit. To ensure safety, a staff member will accompany all adults visiting the program.

Parents/guardians are responsible for:

- Picking up their child on time
- Notifying the supervisor, if their child is going to be absent
- Following payment procedures
- Keeping the supervisor informed of a change in emergency contact information
- Retaining their payment receipts for tax purposes
- Notifying the supervisor, if their child is going to be withdrawn from the program
- Notifying the supervisor of any change in their child's health, if participation is limited

A student may be exited from the program, if a parent/guardian does not meet the above responsibilities on a consistent basis.

Toys or other personal play items from home may not be brought to the program. They are not the program's responsibility, if lost.

## **Family Matters**

Our main concern for all students is their safety and comfort. It is important for the program to be able to maintain good relationships with all the significant adults in the student's life. Please contact the supervisor to make an appointment to confidentially discuss sensitive family matters. These might include custody agreements, payments, pick-up concerns, legal matters, and other pertinent information that will guide the program in meeting the student's needs. We also ask for parents/guardians to refrain from publicly discussing personal family matters and disputes in front of their child.

A parent/guardian is not allowed to delete or change the information provided to the program by the other parent/guardian. Parents and legal guardians have equal rights to students except where a certified copy of a currently effective court order specifically revoking or restricting those parental rights is submitted to the school. These rights include contact with the student at school, student pick up, and access to student records and information.

Parents/guardians requesting student records must contact the BCPS Public Information Office by calling 754-321-0000 and ask to be transferred to record request. The parent may also contact Requel Bell via email at [requel.bell@browardschools.com](mailto:requel.bell@browardschools.com)

Complete payments must be made by the payment due date. Parents/guardians sharing responsibility for payments must work out solutions between themselves. The program will not intervene in conflicts between custodial parents over payment issues.

Non-payment by the payment due date will result in an automatic withdrawal from the program.

Students whose parents/guardians, do not provide accurate/current registration information, including phone numbers and addresses, will not be allowed to continue using the program.

As adults, we serve as role models for the students in our program. As such, if you have a concern, please address it in an appropriate and calm manner. You may want to set up a time to discuss your concerns with the supervisor. Should a situation occur within the program, due to inappropriate actions by a parent, their child may be exited from the program.

Parents/guardians are expected to direct any questions about incidents that involve their child(ren) to the supervisor. It is strictly prohibited for parents/guardians to question or reprimand other students in the program.

**Please do not leave your purse or valuables in the car when picking up your child. Park in designated areas only.**

Thank you for choosing your school's childcare program. We appreciate your trust.

SCHOOL BOARD OF BROWARD COUNTY, FLORIDA  
2016 Equal Educational Opportunities (EEO) /  
Americans with Disabilities Act Amendment's (ADAA's) clause

The School Board of Broward County, Florida, prohibits any policy or procedure, which results in discrimination on the basis of age, color, disability, gender identity, gender expression, national origin, marital status, race, religion, sex, or sexual orientation. Individuals, who wish to file a discrimination and/or harassment complaint, may call the Director, Equal Educational Opportunities/ADA Compliance at (754) 321-2150 or Teletype Machine (TTY) at 754-321-2158.

Individuals with disabilities requesting accommodations under the Americans with Disabilities Act Amendment Act of 2008, (ADAAA) may call Equal Educational Opportunities/ADA Compliance, at 754-321-2150 or Teletype Machine (TTY) at 754-321-2158.

The Before and After School Child Care program will protect the confidentiality of students according to Federal and State of Florida privacy laws, as well as School Board of Broward County, Florida policies 4019 and 5100.1.

Child's Name: \_\_\_\_\_

School's Name: \_\_\_\_\_

I understand the policies and procedures as defined in the Parent Handbook. These procedures are in place to ensure the safety and well-being of my child while attending the program. I have read them and agree to follow them. I have also discussed the rules of the program with my child.

In addition, I agree to the following:

- Presenting my Photo ID for pick-up verification.
  - Notifying the supervisor directly if my child will not be attending the program
1. I understand, my child is expected to behave in accordance with the "Code of Student Conduct" for Broward County Public Schools.
  2. I understand, all payments for BASCC programs must be made in advance. Failure to pay in advance will result in dismissal from the program.
  3. I understand, it is necessary to pick my child up on time. A late pick-up fee of \$15.00, per 15-minute increment, per family will be charged. Multiple failures to pick my child up on time will result in dismissal from the program.
  4. I understand, that if my child is on the Broward Free/Reduced Meal Program funds may be available for partial childcare fees. It is my responsibility to request this information and provide necessary documents for the application.
  5. I understand, it is my responsibility to keep my own records and receipts for income tax purposes.

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Parent/Guardian Copy

Child's Name: \_\_\_\_\_

School's Name: \_\_\_\_\_

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  5. I understand, it is my responsibility to keep my own records and receipts for income tax purposes.

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Program Copy