Operations Manual

WHAT WE DO

**INSPIRE** students to be eager and motivated learners.

**ENGAGE** minds through fun, learning activities.

Help students **DISCOVER** new interests, skills and abilities.

Motivate students to **LEARN** through our unique modular curriculum

2015-2016 Edition
<table>
<thead>
<tr>
<th>TABLE OF CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PROGRAM OPERATIONS</strong></td>
</tr>
<tr>
<td>Philosophy</td>
</tr>
<tr>
<td>Program Zones</td>
</tr>
<tr>
<td>InZone Extended Day</td>
</tr>
<tr>
<td>EnrichZone, SummerZone, MindZone</td>
</tr>
<tr>
<td><strong>PROGRAM ADMINISTRATION</strong></td>
</tr>
<tr>
<td>Communication</td>
</tr>
<tr>
<td>Accommodations Guidelines</td>
</tr>
<tr>
<td>Behavior Management Plan</td>
</tr>
<tr>
<td>Child Safety &amp; Attendance</td>
</tr>
<tr>
<td>Issue of Custody or Care</td>
</tr>
<tr>
<td>Child Protection</td>
</tr>
<tr>
<td>Playground Safety</td>
</tr>
<tr>
<td>Field Trip Procedures</td>
</tr>
<tr>
<td><strong>EMERGENCY PROCEDURES</strong></td>
</tr>
<tr>
<td>Emergency Drills</td>
</tr>
<tr>
<td>Medical Emergencies</td>
</tr>
<tr>
<td>Injury Prevention</td>
</tr>
<tr>
<td>Incidents</td>
</tr>
<tr>
<td>First Aid Treatment</td>
</tr>
<tr>
<td>Blood Spill Guidelines</td>
</tr>
<tr>
<td>Illness Policy</td>
</tr>
<tr>
<td>Medical Conditions</td>
</tr>
<tr>
<td>Medication Policy</td>
</tr>
<tr>
<td><strong>CHILD ABUSE AND NEGLECT REPORTING POLICY</strong></td>
</tr>
<tr>
<td>Reporting Child Abuse and Neglect</td>
</tr>
<tr>
<td>Employee Child Protection Subject Investigation Policy</td>
</tr>
<tr>
<td><strong>PROGRAM QUALITY</strong></td>
</tr>
<tr>
<td>Feedback Tools</td>
</tr>
<tr>
<td>Internal Assessment Tools</td>
</tr>
<tr>
<td>Quality Assurance Reviews</td>
</tr>
<tr>
<td>Licensing</td>
</tr>
<tr>
<td><strong>PERSONNEL</strong></td>
</tr>
<tr>
<td>Staff Recruiting and Selection</td>
</tr>
<tr>
<td>Pre-Employment Process</td>
</tr>
<tr>
<td>Orientation and Recordkeeping</td>
</tr>
<tr>
<td>Changes of Personal Information</td>
</tr>
<tr>
<td>Staff Qualifications</td>
</tr>
<tr>
<td>Training</td>
</tr>
<tr>
<td>Staff Professional Development</td>
</tr>
<tr>
<td>Performance Expectation and Evaluations</td>
</tr>
<tr>
<td>Promotions</td>
</tr>
<tr>
<td>Performance Action Plan</td>
</tr>
<tr>
<td>Self-Reporting of Arrest and Convictions Policy</td>
</tr>
<tr>
<td>Technology</td>
</tr>
<tr>
<td>AlphaBEST.org</td>
</tr>
</tbody>
</table>
Accountability of Company Property
Telephones
Excessive Use and Damages
Employee Termination Procedures

ACCOUNTING
Family Contract
Confidentiality of Accounts
Payments
Processing Money Orders
Child Care Vouchers
Child Dismissal Due to Non-payment

IN SUMMARY…
Program Operations

Philosophy

AlphaBEST Education has developed a unique afterschool program model that combines a safe, supervised environment necessary for working parents with an expanded learning curriculum to assist schools to meet their goals. The careful balance between relaxed, fun activities and engaging learning experiences is achieved through our curriculum developed by national subject experts and our careful training, selection and supervision of staff.

AlphaBEST’s curriculum is engaging and participatory - providing multiple opportunities for differentiated activities and instruction. It also allows for interaction between different age groups under the careful supervision of teachers and aides.

Program Zones

Extended Day

Programming modules rotate on a daily basis for each group. Every child will participate in all four zones each week.

CURRICULUM - AlphaBEST Education’s InZone program provides all students the opportunity to participate in activities offered in:
FITNESS AND WELLNESS ZONE

The AlphaBEST Fitness Zone is a prevention-driven fitness, health and wellness program that is based on principles and techniques designed to improve gross motor skills, flexibility, posture, strength, balance and coordination.

Programs include:
- USTA Tennis
- USA Youth Soccer
- Fun Run
- Movement Zone

STEM ZONE (SCIENCE, TECHNOLOGY, ENGINEERING AND MATH)

STEM education has become a critical focus of educators nationally as we seek to create critical thinkers and the next generation of innovators. AlphaBEST Education takes pride in our unique, cutting-edge STEM and Technology Arts programming developed in partnership with some of the nation’s leading STEM experts.

STEM options below are customized according to students’ age and interest level.

Programs include:
- Club Invention (9 Sessions)
- Robotics Discovery (6-8 Sessions)
- Pre-Robotics: Mechanisms & Machines (Intermediate Focus: 6-8 Sessions)
- Stop Motion Animation (6-8 Sessions)
- Digital Arts (6-8 Sessions)
- Game Design (6-8 Sessions)
- Bee Bot Robotics (Primary Focus: 6-8 Sessions)
- Wacky Tracks (9 Sessions)

ARTS ZONE

Through interactive plays, stories and activities, students engage in the fundamentals of drama, storytelling, visual arts, cartooning, music and dance & movement!

CULTURAL DISCOVERY/LANGUAGE AND LITERACY ZONE

AlphaBEST understands that today’s students need to be globally competitive, as well as well rounded. AlphaBEST programming includes:

- Spanish Enrichment (9 Sessions)
- French Culture (9 Sessions)
- Sign Language (9 Sessions)
- Chinese Culture (9 Sessions)
- Fridays Unleashed
- Throw Back Fridays

INZONE Clubs

InZone Clubs allow students to choose from various areas of interest and explore them in a less structured approach than that of the Learning Zones. Clubs are rotated throughout the year and based on student choice and staff talents.
### Sample Before-School Program Schedule

<table>
<thead>
<tr>
<th>Block 1 6:00-7:15</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
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<tbody>
<tr>
<td>Clubs</td>
<td>Clubs</td>
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<td>Clubs</td>
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<tr>
<td>HW Helper</td>
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<tr>
<td>Reading</td>
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<tr>
<td>Block 2 7:15-8:15</td>
<td>Fitness</td>
<td>Character Education</td>
<td>Fitness</td>
<td>Character Education</td>
<td>Fitness</td>
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<tr>
<td>Block 3 8:15-9:00</td>
<td>Breakfast and Dismissal</td>
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### Sample Afterschool InZONE Program Schedule

<table>
<thead>
<tr>
<th>Block 1 3:30-4:00</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
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<tbody>
<tr>
<td>Attendance, Snack &amp; Recreation</td>
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<table>
<thead>
<tr>
<th>Block 2 4:00-5:00</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
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<tbody>
<tr>
<td>Homework Assistance and/or Tutoring</td>
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<tr>
<td>Fitness Boost (Circuit Training)</td>
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<table>
<thead>
<tr>
<th>Block 3 Learning Zones 5:00-6:00</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
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</thead>
<tbody>
<tr>
<td>Technology (STEM)</td>
<td>Language &amp; Literacy/ Cultural Discovery</td>
<td>Arts</td>
<td>Fitness &amp; Wellness</td>
<td>Fun Friday</td>
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<tr>
<td>Drama, Music, Art, Movement</td>
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*All four Enrichment Zones are implemented each day in larger programs.*

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<thead>
<tr>
<th>Block 4 Explore Interests 6:00-6:30</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
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</thead>
<tbody>
<tr>
<td>In Zone Clubs: GO Far Running Program, USTA Tennis, Rally Jump Rope, Yoga, Boot Camp, Sports Rotations, Eco Literacy, Financial Literacy and Flocabulary. Special Interest Clubs: These will vary depending on interest of students and the talents of staff. Examples include but are not limited to: Glee Club, Newspaper Club, Recycling Club, Game Club.</td>
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### Sample Middle School Program Schedule

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<tr>
<th>Block 1</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
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<tr>
<td>Attendance, Snack &amp; Recreation</td>
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<tr>
<th>Block 2</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
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<tbody>
<tr>
<td>Homework Assistance and/or Tutoring</td>
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<tr>
<th>Block 3 CLUB/SPORTS ZONE</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
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</thead>
<tbody>
<tr>
<td>Clubs: Civic, Technology, STEM, Art, Drama, Media, Career Exploration, Hobbies, Talent Exploration and College Readiness Intramural Sports: Flag Football, Soccer, Cheerleading, Basketball, Lacrosse (Field Hockey), Track/Running &amp; Volleyball</td>
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<tr>
<th>Block 4</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
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</thead>
<tbody>
<tr>
<td>Social Time, Fitness and Recreation</td>
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AlphaBEST's unique stand-alone enrichment programs are currently offered in over 50 schools, allowing us to provide additional individual offerings to interested parents that include the following:

- Tennis
- Crime Scene Investigation
- World of Magic
- Aviation and Rocketry
- Chess Club
- Dance
- Golf
- Fencing
- Drama and Acting

Enrichment clubs may be offered to parents at an additional fee and may be expanded over time.

AlphaBEST Education summer programs expand upon the school year model and format. The summer schedule allows more time to expand upon the five Zones, while adding exciting projects. In SummerZone, each week has its own unique theme. Families are afforded the choice of which weeks they want their students to attend or they may enroll for the entire summer. Field trips and special events are also a part of our summer programming.

AlphaBEST Education has developed tutoring programs that can be offered as a stand-alone or enhanced feature to the extended day program. The goals are to implement high quality academic remediation, support and intervention to students in elementary grades at school-based sites in the regions we currently serve. Our mission is to establish an academic partnership and cultivate relationships with the stakeholders in our school system. MindZone is designed to create an interactive academic tutoring setting which will provide high levels of student engagement, individualized attention, intensive practice and review of concepts. Academic support will be customized based on the standards of the districts where we operate in order to effectively move students toward academic achievement. Our on-site team will utilize diagnostic data in order to fully interpret a student’s strengths and weakness so that a tutoring plan can be formulated and instruction will match the student’s academic needs.
Communication

Area Managers and Site Directors work with appropriate department and school staff to use a variety of strategies to inform families about InZone. Parent communications, such as program flyers and enrollment forms, are distributed through student take-home folders and backpacks. This material is also provided to the school front office for display and distribution as well as inclusion in school newsletter. Additionally, it is available electronically. When possible, AlphaBEST Education provides signage at the school in the form of banners or posters and information is included on both District and school websites.

Families are invited to register and enroll each spring for the upcoming school year. Early registration and enrollment provides the necessary time to review paperwork for students to attend the program on the first day of school. Registration and enrollment continue throughout the summer and into the school year. We maintain open enrollment throughout the school year when we have open slots in the program. Our programs are only limited in enrollment when space in the school is limited. If we reach capacity, we maintain a waiting list to enroll families when a spot becomes available.

Our goal is to streamline parent communication, making information as available and easy to access.

AlphaBEST Education has open, ongoing communication with parents once students are enrolled. Specific strategies include:

- Telephone Access
- Parent Handbook
- Quarterly e-mail newsletter
- Face-to-Face communication during sign out
- Parent communication board at each site
- AlphaBEST Education website
- Annual parent survey
- Drama productions and family engineering nights
- Annual parent survey/feedback box at sign out
- Quarterly InZone Showcase Nights (Drama, Music and Dance productions, Art exhibits, Animation Film Festivals, STEM Engineering DemosK runs and Fitness Challenges)
- Culminating Family Events and Holiday Food/Toy Drives
- Daily InZone Programming Schedule (updated each week)
- AlphaBEST Sponsored (parent, staff & child) teams for local fundraising drives/races
- Use of School District communication resources - such as robo-call systems, ads during televised board meetings, and online department websites and calendars - are always appreciated.
Communication Protocols

Below is our contact protocol:

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<thead>
<tr>
<th>POINT OF CONTACT</th>
<th>INFORMATION AND ASSISTANCE REQUESTED</th>
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</thead>
</table>
| Site Director - the first contact | • Student issues  
• Request a conference  
• Questions about student behavior  
• Questions about specific activities related to the program  
• Notice of withdrawal  
• Change in programming/contract  
• Absences  
• Late Pick Up |
| Area Manager                | • Programs, policies, and procedures  
• Unresolved issues after site manager contact  
• Security or safety related to school, program or student  
• Feedback and/or suggestions about program-wide issues |
| Regional Office             | • Unresolved issues following Area Manager contact  
• Unresolved security or safety related to school, program or student  
• Feedback and/or suggestions about program-wide issues |
| Corporate Office Support Center | • Unresolved site issues  
• Concerns with overall registration and/or payment process |
| Principal/Building Administrator | • Child abuse and neglect report is filed  
• Severe behavior incident, accident or parent concern  
• Facilities concern that involves licensing |

Accommodation Guidelines

AlphaBEST Education will not discriminate against children on the basis of gender, race, religion, national origin, ancestry, creed, pregnancy, marital or parental status, homeless status, sexual orientation, or physical, mental, emotional, or learning disability in its education programs or activities. Children with an IEP will be provided an equal opportunity to participate in the program with accommodations if necessary. This policy is intended to supplement but not replace any state and federal laws applicable to AlphaBEST’s programs.

Use the following link to access the **ALPHABEST EDUCATION ACCOMMODATIONS PLAN**:  
Specifically:

- Sites will not exclude children with disabilities from their programs unless their presence would pose a direct threat to the health or safety of themselves or others or require a fundamental alteration of the program in order for them to attend.
- Sites will make reasonable accommodations to their policies and practices to integrate children, parents, and guardians with disabilities into their programs unless doing so would constitute a fundamental alteration of the program.
- Our leadership team will make an individualized assessment about whether a particular site can meet the particular needs of the child without fundamentally altering its program. (Accommodations Plan)
- Whenever possible, children with special needs will be accommodated in the program. However, should that not be possible following reasonable accommodations, AlphaBEST will work closely with parents to make a successful transition.

Eligibility: AlphaBEST Education will not discriminate against children on the basis of gender, race, religion, national origin, ancestry, creed, pregnancy, marital or parental status, homeless status, sexual orientation or physical, mental, emotional, or learning disability in its education programs or activities. AlphaBEST will serve all students eligible for its program if space is available, including students with special needs.

Children who pose a direct threat -- a substantial risk of serious harm to the health and safety to themselves or to others will not be permitted to remain in the program. (Documented Incident Reports and Accommodations Plan) This decision will be made by Senior Management only after consultation with Site Director, staff and parents.

Serving Students with Special Needs: AlphaBEST will consider each student with a special need individually to determine if it can serve that student. AlphaBEST will consider all relevant factors in making its determination. These factors may include, but will not be limited to, the following:

☑ The student’s ability to function in an environment of 45-60 students.
☑ The student’s ability to function in a large gym and open playground.
☑ The student’s ability to function with a staff to student ratio of 1:15.
☑ The student’s need for individual supervision.
☑ The student’s health care needs.

Where appropriate, AlphaBEST will also consult with teachers, school administrators, previous childcare providers, and medical personnel as part of its consideration. Parents must provide written permission allowing the AlphaBEST representative to observe the student. At the conclusion of the consultations, the AlphaBEST administrator will discuss the recommendation with the student’s parent(s) or guardian(s).

Withdrawal: Withdrawal from the AlphaBEST program requires that two (2) weeks written notice be given prior to the final date of attendance. Full tuition for the week will be charged if your child attends a portion of the week and withdraws prior to Friday. We reserve the right to withdraw a child for conditions related to behavior, ability of child to adjust to the program, ability for program to meet the child’s needs or non-payment without notice during the program.
Behavior Management Policy

The purpose of Behavior Management is to provide every child with a consistent, effective, and supportive behavioral program. Specifically, AlphaBEST has developed the S.T.A.R.S. program below.

The S.T.A.R.S. acronym stands for:
- S- Stay Safe,
- T- Take Ownership,
- A- Act Responsibly,
- R- Respect Self and Others
- S- Support Each Other.

S.T.A.R.S. Positive Behavior Supports Program (PBS): S.T.A.R.S. is a system of support that includes proactive strategies for defining, teaching, and supporting appropriate student behaviors. The goal of S.T.A.R.S. (PBS) is to establish a positive culture in each site between the staff and students. Our S.T.A.R.S. system is a proactive model that not only teaches the behaviors but also reinforces and recognizes those who demonstrate these behaviors on a continuous basis. Each site has specific structures in place to support students who have a difficult time or may present with more challenging behaviors.

The S.T.A.R.S. expectations continuum addresses all areas and across all settings in which the program is operated including the hallway, homework time, arrival/ dismissal, restrooms, snack area/cafeteria, playground, and other learning environments in which our programming occurs. Every staff person who works in the program is trained in PBS, is aware of the S.T.A.R.S. behavioral expectations and works to ensure students are consistently getting the same message, regardless of the setting they are in or the staff person they come in contact with.

AlphaBEST Education launched a full implementation of PBS in 2011. We are very proud of our progress and will continue working to improve our success. In order to accomplish this task, several of the following components are currently in place at each program:

- **Behavioral Expectations are Defined:** A small number of clearly defined behavioral expectations are simply stated in positive terms. Each site has the option to utilize the school day PBS continuum or implement the S.T.A.R.S. Behavioral Expectations.
- **Expectations are Taught:** Behavioral expectations are clearly identified for various settings in the program.
- **Appropriate Behaviors are Acknowledged:** Once appropriate behaviors have been defined and taught, they are acknowledged in various ways on a regular basis. Examples of reinforcements used in S.T.A.R.S. are as follows: Starbursts Slips (daily on-the-spot individualized recognition), Starbucks (weekly group recognition) and the Star Gram (monthly program wide recognition).
- **Data Collection:** Program discipline data is collected in each region. The PBS regional committee brainstorms ways to proactively address the problems and to re-teach and reinforce positive behaviors.
- **Individual Support is Provided for Children not Responding to the Program-Wide System:** AlphaBEST Education has a system for developing accommodation plans for individual students who may have a difficult time and are in need of more support to be successful. Parents are active partners in this process. If warranted, the Site Director will complete a Behavior Management Report and hold discussions with the child and his/her parents. If the behavior persists, the child may be suspended from program attendance for
a short time. Every effort is made to retain the student in the AlphaBEST program with parental support and notification. However, should a student pose a threat to himself, staff or other students, AlphaBEST will work with parents to remove the student from the program.

- **Active Support by All Stakeholders:** Many departments in our organization, including professional development, are actively involved to ensure the success of this company wide system. Monthly lessons, best practices and PBS tips are shared.


Child Safety & Attendance

Safety of the students is the number one priority of AlphaBEST Education. Staff is required to ensure that all students are properly accounted for before activities begin each day. AlphaBEST Education is committed to ensuring that it effectively addresses student health, safety, and nutrition needs during program participation. Healthy and safety begins with student enrollment, continues on a daily basis in a variety of staff practices, and is reinforced through ongoing safety activities and staff training.

- **Initial attendance check**: This occurs at the start of each program day. Staff holds roll call, which includes both seeing and hearing each child. Additionally, each program implements a check and balance process that includes a group leader counting each child while the Site Director counts the sign-in sheet. The two numbers are compared to ensure that they match. Any discrepancy is immediately addressed.

  **Before School**: Students must be escorted into the AlphaBEST room by the parent, legal guardian or a responsible person. Child(ren) will check in and out daily with the biometric reader or a site-provided “sign in” sheet. Parents should initial the "sign in" sheet and be sure that the AlphaBEST staff knows that their children have arrived. Encourage the parents to check the parent information board for announcements.

  **After School**: Children should **GO DIRECTLY TO THE AlphaBEST ROOM**. The children must sign in. Attendance will be taken immediately as children enter the AlphaBEST room.

- **Head counts every thirty minutes**: Staff verifies that number with the sign-in sheet to ensure that all students are accounted for regularly. Additionally, staff is trained to keep students within their sight and sound at all times. They also count heads before moving to a new area and then again when they are in the new area. Students are also monitored upon entering the restroom and the restroom is checked after all students have exited to ensure that the facilities are left in clean, working order.

- **Students are never left unattended**. Staff maintains staff to child ratio at all times.

- **Attendance**: AlphaBEST will ensure that each child is signed in and out of the designated AlphaBEST Education area immediately upon arrival and departure daily. Parents must sign each child in and/or out of the program. Only authorized individuals and emergency contact information, found on the child(ren)’s enrollment form, will be used in accordance with strict safety and supervision. Any changes to the Enrollment Form must be done in person at the site in the presence of the management.

- **Children Arriving Late**: If a child does not arrive at the program as scheduled, the program staff will contact the school office to verify attendance that day. If the child was in attendance, but not in the program, parents or guardians will be contacted immediately. If the parent cannot be reached, program staff will contact the emergency contacts listed on the Enrollment Form.

- **Absences**: Absences should be reported prior to the expected time of attendance to the AlphaBEST local office or program. However, the school is not responsible for providing AlphaBEST Education with attendance information. Additionally, if a child is expected to attend the program and there has been no communication by parent or school about non-attendance then staff immediately checks with the school office and/or calls the parent(s) to verify child lack of school/afterschool attendance.
• **Missing Child(ren):** When children are inexplicably absent from AlphaBEST, the site staff will contact the principal or other school officials to verify absences or early releases from school. If the child(ren) attended school, staff will call the parent, legal guardian, and/or the emergency back-up person if the child(ren) does not report to afternoon AlphaBEST. If the staff members determine a child is missing, the police will be contacted.

• **Visitation by Parents/Guardians:** A custodial parent shall be admitted to their child’s before or after school program for visitation purposes. Such right of admission shall apply only while the child is in the program, in accordance with state laws and regulations.

## Issues of Custody or Care

AlphaBEST Education strives to provide a stable environment for each child. This includes keeping lines of communication open with all custodial parties and following court orders to arrange suitable and agreeable visitation and exchange times. If we are not successful, we will refer the family back to attorneys, therapists, caseworkers, or the parents/guardians involved. We will not act as a mediator or go-between. In accordance with licensing standards, appropriate legal paperwork shall be kept on file. **Please directly give the AlphaBEST Site Director any legal paperwork and changes in your custody agreement.**

Legal documentation, in the form of a certified copy, must be provided to AlphaBEST regarding any custodial evidence or authority limitations of either parent or guardian. Without legal documentation to the program attended by the child, either parent will be allowed full access to the child at all times of program operation. It shall be the parent or legal guardian’s responsibility to provide AlphaBEST with the certified copy of the order. In the event that the certified copy of the order expressly states that either a natural or adoptive parent or legal guardian shall not have any contact with the child or children, AlphaBEST Education personnel shall first notify the local police department, and only then attempt to notify the custodial parent or legal guardian.

Neither administrators nor staff of AlphaBEST Education shall be permitted, during working hours, to take time from their regular duties to provide testimony, affidavits or otherwise act as a witness on behalf of a natural or adoptive parent or legal guardian involving matters such as custody, care support, visitation or control of the enrolled child or children without service of a subpoena.

## Child Protection

### Safety Procedures for Release of Children

• **Release of Children:** A parent or other pre-authorized person must sign out each child daily. Each child must be escorted in and signed in and out of the program. The adult should sign a full signature and note the time of departure before leaving with the child. This person must be listed on the child’s enrollment form. For children’s protection, AlphaBEST Education will only release a child to the child’s parents, guardians or to another authorized person whose identity has been verified through a photo-identification card. The AlphaBEST staff must have written notification, with explicit instructions from you, before your child(ren) may leave with a person who is not listed on the form. To ensure your child's safety, all persons coming to the center to pick-up children will be required to show picture identification before the staff will release your child to them. Please remind your back-up people to bring identification into the building with them when they pick-up your child.
• If a child is not picked up by the close of the program, all authorized and emergency contacts on the application will be contacted. If the contacts are unavailable by phone, the appropriate state agency and/or the local police authority will be contacted. If a child is not picked up after 30 minutes and if the parents or guardians are not available due to death, illness, emergency or any other cause, the child may be released to protective services of the state or the local police authority. This will be done in accordance with state childcare licensing regulations.

• Parent/Guardian/Authorized Pick-up Expectations: AlphaBEST holds high expectations for our staff and students. The expectation is for everyone to act in a professional manner and treat everyone with respect. Staff, students and parents/guardians must meet the same standards. Children may be dismissed from the program if their parent/legal guardian displays inappropriate behavior with AlphaBEST staff, other children, or other parents/legal guardians.

• Federal and state laws require that: AlphaBEST Education employees report suspected cases of child abuse or neglect by contacting the appropriate state agency or the National Child Abuse Hotline at 1-800-4ACHILD. This information is to be held confidential between the employee and the contact at the agency. This includes the reporting of parents and guardians who appear to be impaired by drugs or alcohol.

Playground Safety

Facilities:
• School center fields, playgrounds, and ball courts are inspected daily and cleared of debris, glass, obstructions, etc.
• Playground equipment is checked for safety deficiencies
• Hazardous conditions are reported to the afterschool Site Director, such as ant mounds, large holes, broken playground equipment, etc.
• Playground will be developmentally age appropriate with age appropriate equipment.

Staff will:
• Organize, supervise and observe students, making sure students are using playground equipment correctly.
• Not participate in games, in order to observe all students at all times.
• Be spaced around the play area when more than one group of students is utilizing the same facility to provide adequate supervision (no staff “clumping”).
• Review new activities/games with afterschool Site Director prior to implementation.
• Not have personal drinks such as sodas, coffee, etc. Water is permissible.
• Employees, volunteers, and students shall wash their hands with soap and running water, dry thoroughly and follow personal hygiene procedures for themselves, or while assisting others, and immediately after outdoor play.

Site Director will:
• Review staff members’ daily scheduled outside activities for appropriateness.
• Train staff on playground safety during orientation
• Initiate work orders or contact the school custodian if any safety hazards are present.
Playground Supplies:
- Walkie talkies – two-way radios
- First aid equipment, incident and accident report forms, pen

Field Trip Procedures

Field trip forms can be accessed from the following links:

**ALPHABEST FIELD TRIP PERMISSION FORM:**

**ALPHABEST FIELD TRIP ROSTER:**

Guidelines for Site Directors:
- Requests for field trips should be processed a minimum of two weeks prior to the scheduled date of the trips with final approval or disapproval being granted by the Regional Director.
- Field trips must be clearly identified on the permission slip, with detailed information about date, time, locations, means of transportation, and any fees for which the student is responsible.
- Parents must identify if their child may potentially need special accommodations and/or medications administered on the trip.
- Either the Site Director or Group Leader must accompany all field trips.
- Whenever practical, the site of the field trip should be visited in advance by the Site Director or an appropriate staff to evaluate potential risks and, through effective planning, to minimize any risks associated with the location.
- No later than three business days before the event, the Site Director must furnish a roster and permission slips of all children attending field trip, along with the names and cell phone numbers of all staff who are accompanying the students, to the regional office and school office. Any updates should be reported the day of the trip. The roster will be used to mark those in attendance on the day of the trip. The permission slips must match the rosters and include complete information about the date, duration, location, and transportation plan for each field trip.

Guidelines for Students:
- Students participating in field trips are expected to conform to the same standards of behavior as published in the Parent Handbook Behavior Policy. Any violation of this behavior policy will include disciplinary action and/or sanctions that would not allow this student to attend any other field trips in the future.
- Students who choose to travel to the site of a field trip with their parent, remain at the site after the planned activity is completed in the company of their parent, or who parents allow them to separate and are picked up early from the trip, do so at their own risk.
- For water-related field trips refer to Water Safety Procedures. Complete Water Related Field Trip Form (swimming ability verified) and field trip approved through risk management.

Transportation:
- Whenever possible, chartered buses or District Owned Buses should be used for transportation on a field trip. Public transportation (e.g., regularly scheduled trains or buses) is not an appropriate means of transportation for a field trip. It is recommended that privately owned vehicles not be used for transporting students on field trips.
- The use of transportation provided by the school district for the field trip is strongly urged.
- Staff is not to transport students.
- All contracted drivers must meet the following requirements:
  - Driver must have an acceptable driving record, which consists of:
    - No more than one violation in the past two years.
    - No violations more serious than a speeding ticket or failure to obey traffic control.
    - No at fault accidents in the past two years.
- If a district-owned vehicle is used for a field trip, that vehicle is insured by the district for liability and physical damage.
- The use of a private passenger van with a capacity of twelve or more for transportation to and from an academic field trip is prohibited. Use of mini-buses is acceptable.
- If a chartered bus is used, the bus must be secured from a company approved by the school district procurement department.
- Trips involving students traveling by air must be with a Federal Aviation Administration certified air carrier.
- Trips involving students traveling by ship must be with a carrier certified by the U.S. Coast Guard.
- Trips involving students traveling by train must be with a carrier certified by the Federal Railroad Administration.
- Trips involving students traveling by bus out of County must be with a carrier certified by the Bureau of Motor Carrier Safety; local and intrastate trips involving students traveling by bus must comply with state law and School Board policies.
- All field trips shall be supervised by members of the staff. Any time students are in the vehicle, at least one (1) staff member or chaperone is also expected to ride in the vehicle to supervise students upon return to the District and while they are waiting for rides home.
- All students are expected to ride in the approved vehicle to and from each activity. A special request must be made to the regional director by the parent, in writing or in person, to allow an exception.
- Students not affiliated with the trip activity, non AlphaBEST students, and/or children of preschool age shall not be permitted to ride on the trip vehicle.

Guidelines for Safety and Behavior: There are many potential liability situations that can occur on a field trip; therefore, it is your ultimate responsibility to ensure that the following safety guidelines are met concerning safety and behavior while outside the program:
- Set behavioral expectations for the field trip and discuss them with the children prior to departure. Describe the consequences for not behaving properly prior to embarking on the trip. Ensure that the student/supervision ratio meets board/school/state standards.
- Assign students to specific group leader.
- Create attendance roster and file with appropriate school personnel. Also, take along attendance roster to check that everyone is accounted for every time the group transitions and before leaving any area.
- Implement a buddy system with students as an additional safety precaution.
- Ensure that safety gear and first aid equipment are readily available and in plain view. Group Leaders must check attendance and know the whereabouts of students at all times and must remain with the group at all times.
- Group Leaders must follow ratios and not group up with other groups.
- Group Leaders must ensure students are respecting property and nature during the field trip.
- Bus expectations must be enforced at all times.
- Designate multiple staff members who are trained and skilled in administering medications, e.g., insulin and Epi-pens. They should control and administer all medication and should stay close to those children who are at risk because in an emergency, seconds can matter.
- Discuss appropriate behavior with the children several times before the actual field trip. Be clear about physical and behavioral boundaries and the consequences of disregarding them. Enlist their anticipation and enthusiasm in preparing them for a fun and safe adventure.
- Visit the location just before the event. Become familiar with the layout, the restroom facilities, and any potential dangers. If a water-park is the destination, carefully evaluate the lifeguarding.
- Provide distinctive identification for your kids…bright tee shirts, caps, prominent name badges, etc.
- Remember that excited kids in an unfamiliar environment are harder to control than those in their normal day-to-day surroundings. Increase vigilance and staff-to-child ratios to a level appropriate for the activity and location. Public restrooms and water demand increased levels of supervision.
- Count faces not just heads. Regularly determine that you have the right children, not just the right number of children.

**Safe Delivery of Health Related Services for our Students During the Trip:**
- Notify the school nurse as soon as you schedule a field trip. Given the significant increase in students with special health care needs, including medication administration and procedures, sufficient time is required to accommodate student’s health needs.
- The completed parent/guardian medication authorization field trips form shall be sent to the school nurse one week prior to the scheduled time of the field trip.
- Medications will ONLY be signed IN or OUT to a licensed nurse or a trained medication assistant. All medications checked out for field trips MUST be checked in upon return to school.
- Medication taken on field trips will be accompanied by a copy of the medication administration record, school medication prescriber/parent authorization form, parent/guardian authorization for field trip form, and the emergency care plan.
- Medications will be kept in the original container at ALL times.
- Medications taken on field trips must be appropriately secured and well supervised throughout the trip.
- Students who require ready access to medication during the trip, e.g. asthma inhalers, should never be significantly separated from the person designated to assist or administer the medication.
Emergency Procedures

It is the policy of AlphaBEST to maintain essential operations during any incident or emergency situation while providing for the protection of life, health, and safety for all students and employees. Employees must be trained for emergencies. An emergency is a situation that poses an immediate risk to health, life, property, or environment. Most emergencies require urgent intervention to prevent a worsening of the situation, although in some situations, may not require immediate response and local agencies can be contacted for help. A list of local emergency numbers should be posted that includes local police and fire department, physician or nurse on staff at site, and poison control. The American Association of Poison Control Center offers a hotline: 1-800-222-1222. There are also individual state hotlines. In the event of an emergency that requires immediate attention, call 911.

Health and Safety Reasons to Call Rescue Squad or Paramedics
Staff members are aware of specific circumstances that would indicate the necessity for calling the rescue squad or paramedics. If an accident happens at school and the parents cannot be located, the rescue squad personnel can contact the police so that the legal aspects of transporting the child to the hospital will be covered. If, after calling the rescue squad, it is determined that the child really doesn’t need to go to the hospital, the squad can be called and informed.

Licensing Standards require that the site shall have an emergency preparedness plan that addresses staff responsibility and facility readiness with respect to emergency evacuation and shelter-in-place. AlphaBEST emergency plans include medical conditions, illnesses, first aid and medicine administration, accidents and injuries. Emergency evacuation and shelter-in-place procedures/maps must be posted in a noticeable location on each floor of each building where the staff and children can easily see them. The Fire Marshal will check on proper location, exit routes and signs, and other related requirements for emergency preparedness. In a situation that requires a lock down, AlphaBEST will follow the procedures of the school.

To ensure safety during an emergency, the following must be observed at all times:

- All emergency exits are to be free from any obstacles. Backpacks should be lined up neatly with the straps facing the wall to ensure walkways are also clear from any obstacles.
- Backpacks should be kept away from exits and entryways.
- To ensure safety while transitioning, staff should use techniques so that group transitions are smooth.
- Staff should also enforce the buddy system when the whole group is not transitioning (i.e. traveling in pairs, traveling in threes when being dismissed).

Emergency Drills

Emergency evacuation drills are conducted a minimum of four times a year or in coordination with the State licensors, during extended school hours of operation and coordinated with the school administration. The four drills must be on different types of emergencies. At least one fire, one severe weather, and two crisis response drills must be conducted each year. Site Directors train staff in drill procedures and provide them with copies of evacuation routes. Staff must take attendance during each drill. Every bathroom must be checked to ensure all students have left the building. Site Directors must call the fire department immediately should the need arise and should be familiar with the school evacuation plan and how it works. Staff is instructed on emergency
procedures and sign off. Parents are informed of the place where their students will be taken in case of emergencies. A form is posted in the afterschool site where drills may be recorded. A Crisis Response Manual must be visibly located for all staff.

DISASTER EVACUATION PLAN

Procedures for the safe evacuation of the building and shelter-in-place must be discussed with staff members before they begin work with the children.

Personnel in charge of evacuation:
1. The Director is responsible for all phases of evacuation. In the Director’s absence, the Group Leader shall assume responsibility.
2. The Director is responsible for removing the sign-in and sign-out sheets and the ledger card file containing current names, addresses, and phone numbers of children enrolled.
3. The Zone Leaders will be responsible for the children in the classroom and the attendance sheet.
4. The rooms will be designated as follows: A B C D E
5. All staff members are required to be familiar with the evacuation plan.
6. Staff members will evacuate immediately taking the children outside after the alarm, weather station report, or notification by runner.
7. Staff members will follow the posted evacuation notice for proper exit routing from the classroom.

Precautions to observe:
1. Keep all children as calm as possible.
2. Keep all children together in your group.
3. Remind children to walk as they exit the building.
4. Close all classroom doors.
5. Reassure the children of your presence and their safety.
6. Move the children out of danger as far as possible. Take children to the emergency shelter area designated on plan.
7. Take attendance sheet with you as you exit.
8. After the children are evacuated from the building, the Director or Group Leader should check the attendance sheet and the sign-in sheet, and count the children to be sure all children and teachers are accounted for and no one returns for personal belongings. Directors should check restrooms for children.
9. No one is to re-enter the building until proper authorities have deemed building safe.

Evacuation to emergency shelter:
Emergency accommodations will be provided and outlined in the Crisis Response Manual. The Site Director will lead the evacuated children to the shelter and will directly supervise them until further arrangements are made with emergency personnel and or their parents/guardians.
Fire extinguishers should only be used if a child is in danger or if you have to use it to escape. Staff members should be informed of procedures to follow in case of an actual fire. The Director should designate and know which staff member is responsible for phoning the fire department, exactly what role they should play, whether it is strictly getting the children out of the building, operation of any safety equipment or fire extinguishers, or supervision once the children have gotten outside.

**Remember, the most important priority in the event of a fire is to get everyone out of the building immediately.** Then, call the fire department. All staff members should be trained to use the extinguishers. Emergency telephone numbers and guidelines for telephoning should be posted by all telephones accessible to the staff.

Staff members should be made aware of procedures for informing parents in case of a disaster. The center should have a specific, written procedure for parents to follow, which should be outlined in a letter to the parents.

Fire drills shall be held on a regular basis at different times of the day to involve all staff members.

**See Disaster Evacuation Plan: Precautions to Observe –**

Follow steps 1 through 9.

10. Close the fire door when the children are safely out of the room. The Director or Group/Zone Leader must remember to evacuate the kitchen and close the fire door.
11. Building may be re-entered only when authorization has been given by the fire department.
WEATHER RELATED EMERGENCIES AND EVACUATION PLAN

Procedures for dealing with weather-related emergencies that are likely to occur in your area should be explained to staff members. If duties are to be assigned, each staff member should be aware of his or her specific responsibilities.

TORNADO EVACUATION PLAN Definitions:
- **Watch**: Weather conditions, which can develop into a tornado.
- **Warning**: A tornado has been spotted or indicated on radar.

Personnel in Charge of Tornado Procedures:
1. The Site Director is responsible for all phases of the tornado procedures. In the Site Director’s absence, the Group/Zone Leader shall assume responsibility.
2. The Site Director is responsible for removing the sign-in/out sheet and the ledger card file containing correct names, addresses, phone numbers and children enrolled.
3. All classrooms are designated either A B C D E and will proceed to areas designated either 1 2 3 4 or the classroom restroom.

Procedures in the event of a tornado drill:
1. Tornado drills will be conducted monthly.
2. During the tornado season, the Site Director and/or Group/Zone Leader will serve as weather spotters and be particularly alert to threatening weather. (Examples: dark, rolling clouds, hail, driving rain, a sudden increase in wind in addition to the telltale funnel cloud.)
3. During threatening weather, the Site Director and/or Group/Zone Leader will monitor commercial radio stations for announcements of tornado warnings.
4. The local city alarm warning system will be used as well as the center alarm system.
5. Each classroom will go to its designated area when the alarm sounds.
7. Children will remain in the shelter until warning has been lifted.
8. Tornado procedures for vans:
   a. Vans will not be driven during tornado warning and are not to leave the site if a tornado watch has been issued.
   b. During tornado watches, van drivers shall monitor commercial radio weather report warnings. In the event of an approaching tornado, the children shall lie face down, hands over heads in a near-by ditch or ravine.
   d. Shelter in the ditch or ravine should be far enough away to prevent the van from toppling over on the children.
   e. If tornado warning is in effect and a parent arrives to pickup a child, parent will be advised to remain at the site until the warning is over.
Medical Emergencies

Life Threatening Medical Emergency means that the patient requires immediate medical intervention to stabilize and prevent the medical condition from deteriorating. Examples of life threatening medical emergencies are: compound fractures; severe lacerations; internal bleeding; severe burns; difficulty in breathing; heart problems; shock; severe allergic reactions to insect bites/foods, medications; poisonous plant contact or animal bites; ingestion of chemicals/poisoning; and unconsciousness.

Procedures for Life Threatening Emergencies

Person finding injured or ill person shall:
- Remain calm, render first aid, and call for help.
- Do not move the injured or sick person unless his/her safety and health are at risk.
- Call 911 for emergency medical services and report the incident or request someone else to call.
- Stay on the line with the dispatcher and provide information as requested.

Staff Member or designee shall:
1. Report the incident to the AlphaBEST Office or call 911, if they have not already been called.
2. Assign an individual to meet the emergency medical personnel to guide them to the location.
3. Pull the medical release form of the injured from the files and provide it to the emergency medical personnel upon arrival.
4. Assign a staff member to accompany the patient to the hospital.
5. Make notification to accompany the patient to the hospital.
6. Ensure that the appropriate paperwork is completed.
7. Contact the following to report the incident:
   a) Area Manager, who will then contact
   b) Licensing Specialist
8. Maintain communications with all parties

Emergency Preparedness for Transporting Children

Staff members should be aware of procedures, kept in vehicles that sites use to transport children, for contacting local emergency assistance, potential shelters, hospitals, and evacuation routes that pertain to each site frequently visited or of routes frequently driven for site business (such as field trips, pickup/drop off of children to or from schools, etc.)

Emergency Equipment

The following equipment and/or manuals are kept in the AlphaBEST Education afterschool cabinets or office:
1. First aid kit (additional first aid kits with staff members)
2. Two (2) separate containers for locking hot and cold medications
4. A battery-operated radio and extra batteries will be purchased and kept in the afterschool office.
Injury Prevention

1. Proper supervision is maintained at all times, both indoors and outdoors.
2. Staff position themselves to observe the entire work and play area.
3. The site is inspected daily for safety hazards by the site director.
4. Staff reviews their space daily and remove any broken or damaged equipment.
5. The playground is inspected daily for broken equipment, environmental hazards, garbage, animal contamination, and required depth of cushion material under and around equipment by Site director. It is free from entrapments, entanglements, and protrusions.
6. Toys are age appropriate, safe, and in good repair. Broken toys are discarded. Cords from window blinds/treatments are inaccessible to children.

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<tr>
<th>UNSAFE SITUATIONS INCLUDE:</th>
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<tr>
<td><strong>Inside the Building:</strong></td>
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<tr>
<td>• uncovered electrical outlets</td>
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<td>• light bulbs that have burned out</td>
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<td>• loose floor boards or bricks</td>
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<td>• cracks in concrete sidewalks or steps</td>
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<td>• nails sticking out</td>
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<td>• loose hand rails</td>
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<tr>
<td>• loose or broken locks or handles on doors that go outside, to the basement, or that are used to lock away poisons</td>
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<td><strong>Outside the Building:</strong></td>
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<td>• holes in the ground</td>
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<td>• exposed roots that might cause tripping</td>
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<td>• broken playground equipment</td>
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<td>• head and neck entrapment spaces on playground equipment</td>
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<td>• lack of resilient surfacing under playground equipment</td>
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<td>• hot spots on metal playground equipment</td>
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<td>• splintered wood</td>
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<td>• broken latch on gates</td>
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<td>• poisonous plants</td>
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<td>• holes in the fence Toys or Equipment</td>
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<td>• toys that are inappropriate to age group (small enough to be swallowed by children under four years of age)</td>
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<td>• toys with loose parts that might have sharp edges, springs, or small pieces</td>
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<tr>
<td>• allowing inappropriate use of toys so as to pose a dangerous situation</td>
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<td>• too many toys scattered around on the floor</td>
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7. Hazards are reported immediately to the Director. The assigned school person will insure that they are removed, made inaccessible or repaired immediately to prevent injury.

8. The Injury Log is monitored by the Director, monthly, to identify accident trends and implement a plan of correction.

9. Perishable food should be refrigerated immediately. This includes dairy products, meats and fish, infant formula (opened and mixed), baby food, and anything containing eggs, such as mayonnaise.

10. Accidental spills or accidents in the bathroom should be cleaned up immediately either by a custodial staff member or by the staff member supervising that area.

11. Portable heaters of any kind, like wood stoves and kerosene, oil, or gas stoves, cannot be used in the center except in an emergency. If this situation occurs, staff members should be informed about procedures for using the heaters and shall follow the manufacturer’s instructions for use. A barrier must be erected to keep the children away from the heater and to protect them from injury. Staff members should not bring heaters from home.

12. When the children are present, doors to the street and playground gates should be kept closed and locked from outside entry.

13. Matches should be kept out of children’s reach at all times.

14. Cleaning supplies, insecticides, and any other potentially dangerous substances must be kept in a locked cabinet out of reach of the children.

15. Flies, insects, and rodents should be controlled by a pest control company. Poisons should not be placed on the ground, even if they are hidden.

16. Temperature in classrooms for young children shall be maintained no lower than 68°F. and cooling units must be used when the temperature in the inside occupied area exceeds 80°F.

17. Swimming or wading pools must be supervised by at least two staff members, and staff-to-child ratios must be maintained at all times. Wading pools should be emptied and sanitized daily or more frequently when the water is dirty. Pools deeper than two feet require supervision by a life guard certified in water safety instruction or senior life saving at all times (along with the required number of staff members). Written permission must be obtained from parents before a child can be allowed to swim or wade.

We routinely get updates on recalled items and other safety hazards on the Consumer Products Safety Commission website: [www.cpsc.gov](http://www.cpsc.gov)

**Incidents**

Despite having the best intentions and following all safety guidelines, incidents may occur. Hopefully the severity of the incidents will be limited due to your dedication to safety.

**All incidents must be reported within 24 hours of their occurrence.**

AlphaBEST Education prefers to have at least two employees at each site at all times. This is done for safety reasons. In the event of an incident, the employee not involved can take the lead on administering care. If warranted, call 911 immediately after first aid or contact is provided. See flow chart for steps to take in the event of an incident:
Incident involving staff:

- Provide First Aid
- Call 911 (if necessary)
- Contact Supervisor
- Conduct investigation and complete Incident Report (file with Support Center)

Incident involving a child:

- Provide First Aid
- Call 911 (if necessary)
- Notify parents or legal guardian and supervisor
- Conduct investigation and complete Incident Report (file with Support Center). Report incident to school principal and, if necessary, the state licensing agency.
- Follow up with parent/guardian to check on child

In the event of an incident that results in medical attention, it is vital to submit the:


Or


Our insurance policy is able to alleviate some of the burden off of the parent in the event of an incident. AlphaBEST Education will cover out-of-pocket expenses, like deductibles and co-pays, resulting from injury to a child while they are in our care. Parents may contact our Human Resources Representative at (336) 293-9201 to arrange for reimbursement.

Should an accident occur, the parent/guardian or staff member would receive a copy accident report from the site. In addition, the accident will be reported to the state childcare licensing agency or appropriate government agency as required by law.
First Aid Treatment

First aid supplies: soap, Band-aids, adhesive pads, alcohol wipes, sponges, dressings, first aid tape, antiseptic wipes, gauze, thermometer, scissors, ice packs, CPR masks, and non-latex, disposable gloves (alcohol and peroxide use is prohibited). These supplies, along with a first-aid manual/booklet, are in a covered container and labeled "First Aid." **First aid kits must be maintained in the afterschool Site Director’s office and on field trip buses.** Extra CPR masks and non-latex gloves must be maintained in the afterschool storage. A smaller set of first aid supplies are with each site staff member at all times. These supplies are replenished regularly. Only items in the First Aid Kit may be used for treatment. No other treatments or medications may be administered to children, including over-the-counter medications or topical solutions (i.e. Cortisone cream, Calamine Lotions, Aspirin, etc.). Parents or guardians are notified immediately of any illness or injury to the student, especially head injuries. Staff must adhere to specific instructions regarding action to be taken. If the parents or persons designated in case of an emergency, serious illness, or injury cannot be reached, afterschool staff will contact those sources designated on the student’s registration form. If they cannot be reached or do not arrive at school by the time a student must be transported by ambulance to a hospital, an afterschool staff member must accompany the student to the hospital.

Blood Spill Guidelines

Some diseases, e.g., AIDS/HIV infections and Hepatitis B, can be spread by contact with blood and blood products. Although the chance of spreading these diseases in the school setting is very low, precautions must be taken in the handling of blood and bodily fluids, or items soiled with blood or bodily fluids, in all school settings.

These guidelines must be followed whether the person whose blood or bodily fluid has spilled is known to have the infection or not. These guidelines should be strictly followed in situations dealing with students who are developmentally delayed, who are Hepatitis B carriers, who have AIDS, who are infected with the Human Immunosuppressive Virus (HIV), or the virus which causes AIDS.

If you are exposed to blood or bodily fluids, take the following steps **immediately**:

1. Wash needle stick injuries, cuts and exposed skin thoroughly with soap and water.
2. If splashed with blood or potentially infectious material around the mouth or nose, flush the area with water.
3. If splashed in or around the eyes, irrigate with clean water, saline or sterile irrigants for 20 minutes.
4. Notify your Site or Area Manager immediately, in less than 24 hours.
5. Fill out the necessary papers with AlphaBEST management. Include the date, time and circumstances of the exposure; any actions taken after the exposure; and any other required information.
6. Take these papers to the doctor for medical evaluation.
7. Receive copies of all results and AlphaBEST will also receive confidential information of these evaluations for our records.
8. Receive follow-up evaluations if it is deemed necessary.
9. Complete any testing or immunizations recommended.
Illness Policy

If a child is unable to attend school during the day, he or she should also not attend the AlphaBEST Education InZone program. Also, if a child gets sick while in the program, the parent/guardian will be called to pick up the child. Parents are advised not to bring a child to the morning program if the child has an oral temperature of 100 degrees or greater, contagious disease, or suffers with diarrhea or vomiting. Parents are notified to immediately remove their child from the program in case of illness including the above mentioned.

Any child, childcare personnel or other person in the afterschool program suspected of having a communicable disease shall be removed from the program or placed in an isolation area until removed. Such person may not return without medical authorization, or until the signs and symptoms of the disease are no longer present. Each afterschool program shall have a designated isolation area for a child who becomes ill while in care of the program. Such space shall be adequately ventilated, heated, and equipped with a mat or cot and materials that can be sanitized easily. An afterschool staff member must be able to see isolation area at all times.

In case of accident or illness, the child’s parents or guardians are called immediately. In serious cases, the child is taken to a local hospital by an emergency vehicle for treatment and the parents or guardians are called immediately. Parents of every child enrolled are notified immediately if one of the following communicable diseases has been introduced into the program: lice, impetigo, ringworm, hepatitis A, food poisoning salmonella, shigella, measles, mumps, strep throat, rubella, pertussis, polio, haemophilus influenza type B, meningococcal meningitis, staph or any other communicable disease. Proof of treatment or approval by physician may be required for a child diagnosed with communicable illness.

Medical Conditions

Our enrollment forms allow families to inform us of any special restrictions and/or needs for each child. In some instances, our program isn’t the best environment for certain students and your District Manager, with consult from the Support Center, will make that determination.

Certain allergies have become more prevalent, especially nut allergies. In order to alleviate any concern, we do not serve snack products that may contain nuts. In addition, if a parent would like to bring in a snack/treat from home, we ask that it not be homemade, but rather store-bought with a label of ingredients. This way we can be certain that there will not be any allergic reactions. The listing of medical conditions and allergies is posted inside of a cabinet. While each and every staff member should be aware of the list, it is not for public consumption as it is confidential information. The Site Director should update this regularly when a child enters or leaves the program. In addition, if a child is out of the program for a prolonged period of time, staff checks with the parent/school office to ensure that the child is well enough to return to the program.

Medication Policy

AlphaBEST Education, Inc. prefers that any medication a child needs is dispensed by the school nurse or other appropriate school personnel. Only in emergencies or specific situations requiring a late afternoon medication dose will AlphaBEST Education dispense medication. AlphaBEST Education will follow the procedures regarding dispensing of medication already in place at the school site and in accordance with state child care regulations.
If a child has a known medical condition (asthma, diabetes, seizure disorders, etc.), we request that the parent/guardian make sure that the AlphaBEST Education staff is aware and properly educated should a problem occur.

- Parents should make sure that any required medication is provided to the program and the medication release forms have been completed.
- The medication must be provided in the original container accompanied by the doctor’s directions.
- Only medication for treatment of a chronic condition will be allowed and no more than a one-month supply should remain with the AlphaBEST Education staff at any time.
- No medication may be administered without completion of the required forms. Parents/Guardians must provide you with a permission form for the use of any medication, as well as a Physician’s Authorization form.
- Forms and documentation follow respective state guidelines and may vary between AlphaBEST locations.
- All medication is kept in a lock storage cabinet. Students with rescue inhalers for asthma may carry their medications on them.
- Obtain from the parent a physician’s note that explains the dosage and frequency of use permitted and inform parents/guardians to give you a new note from the student’s doctor if anything changes during the school year.
- Parents/Guardians must provide you with a permission form for the use of each medication separately.
- Epi-pens are considered the same as any other medication that a student would require in school. For students that require epi-pens, it is preferred that the parent provide an epi-pen for the afterschool program, separate from that which is provided for the school nurse. If the parent is unable to provide a second epi-pen, the afterschool Site Director must have access to the nurse’s office after school hours. In this situation, it is the responsibility of the afterschool Site Director to retrieve the epi-pen prior to the start of the afterschool program and return it to the nurse’s office at the end of the day. If the parent insists, the student with an epi-pen may carry their medication on them in afterschool for use in emergency situations, but it is requested that they provide a second epi-pen for the afterschool program. 9-1-1 must be called immediately after the student receives the epi-pen dose.
- A lock box or locking file cabinet must be used for any medication not requiring refrigeration. Medications requiring refrigeration must be kept in a suitable container that can be locked and must be stored on a top shelf in a refrigerator with “no food,” labeled on that shelf.

Medication Administration

AlphaBEST Education urges parents to administer medication at home. However, in some instances a certified Medication Administrator can give medication on the premises. Only employees trained for medication administration may handle and/or dispense medication. Medication Administrators are certified by an 8-hour course called Medication Administration Training (MAT), given by a trained, registered nurse or other personnel authorized by the government. If there is no employee certified in Medication Administration present, medicine will not be administered.

AlphaBEST Education Medication Administrators will administer medication for the parents if:

- Proper authorization forms are submitted and complete.
• The medicine is in the original container with the prescription or direction label attached (child's name, dosage, and administration instructions on the label).
• The expiration date on the medication is current.

Medication will not be accepted for administration on an "as needed" basis unless the medication is an emergency medication for a federally protected disabling condition. Fever or other pain-reducing medications, or multi-symptom medication containing pain-reducing medications, such as but not limited to acetaminophen or aspirin, will not normally be administered.

The parents fill out these forms giving us authorization to give a child medicine.

Temporary administration (10 days or less)

AUTHORIZATION TO ADMINISTER MEDICATION:
http://www.alphabest.org/wp-content/uploads/2014/11/Medication-Authorization-Form.pdf The parent or legal guardian must complete the top portion of this form. If a new prescription is given or the 10 days expires, the parent will need to complete another form. A separate form must be completed for each medication. This form is not to be used for long-term, ongoing medications such as Albuterol, Ritalin, etc. It is admissible to take this form with the parent's signature for up to 10 days for the above mentioned types of medication if the parent is waiting to get the physician's signature on the long-term form described below.

Long term administration (more than 10 Days)

AUTHORIZATION TO ADMINISTER MEDICATION:
http://www.alphabest.org/wp-content/uploads/2014/11/Medication-Authorization-Form.pdf The prescribing physician needs to complete the bottom portion of this form for administration longer than 10 days. This form is used for all long-term, ongoing, and/or emergency medications. It must be accompanied by either an "Individualized Health Care Plan for a Child with Special Needs". http://www.alphabest.org/wp-content/uploads/2014/11/Individualized-Health-Care-Plan-for-a-Child-with-Special-Needs.pdf This health plan must detail the exact conditions under which the medication is to be administered along with instructions for care of the child when critical symptoms exist.

Special Care Plan for a Child with Asthma Form:
http://www.alphabest.org/wp-content/uploads/2014/11/Special-Care-Plan-for-a-Child-with-Asthma.pdf – This form needs to be completed and signed by both the physician and the parent in addition to the above forms for children with Asthma.

Staff accepting medication from parents must review the authorization forms to ensure that it is completed correctly and signed. Staff must ensure that medication is secured in the locked box. The Director will implement a medication dispersal system using administrative staff or designated, trained staff.
Every employee receives ample information to include identifying and reporting of abuse and is provided with a copy of “Recognizing Child Abuse and Neglect: Signs and Symptoms” from the U.S. Department of Health and Human Services. Child care providers are required by law to report suspected cases of child abuse or neglect to the proper authorities. If suspected, employees must make a report of suspected abuse and immediately contact Child Protective Services. Documentation of suspected abuse and report must be submitted to Area Manager to keep on file using the CHILD ABUSE REPORT FORM

Training for new hires on child abuse and neglect information manual:

New hire ppt and post test (required)
www.alphabest.org/service-training.cfm

Cypherworx online training platform child abuse and neglect course:
https://collabornation.net/login

Reporting child abuse and neglect

What information do I need to make a report?

- The name and address of the child you suspect is being abused or neglected
- The age of the child
- The name and address of the parents or caretakers
- The name of the person you suspect is abusing or neglecting the child and the address if available
- The reason you suspect the child is being abuse and neglected
- Any other information which may be helpful to the investigation
- You have the option of giving your name or reporting anonymously. Giving your name can help the investigator clarify information. The agency will not give your name to the person suspected of abusing the child.

Please Note: All of the above information is not needed to make a report. If you are not sure you have enough information to report, always err on the safety of the child. Children services screens all reports to determine if there is enough information to investigate.

If you suspect abuse:

DON'T try to investigate
DON'T confront the abuser
DO report your reasonable suspicions

It is not up you to determine whether your suspicions are true. A trained CPS investigator will evaluate the child's situation. Even if your report does not bring decisive action, it may help establish a pattern that will eventually be clear enough to help the child.
The following indications don't, by themselves, necessarily indicate abuse. You might talk to the child a little to see if there is a simple or innocent explanation for what you have observed.

**Warning signs of abuse:**

Suspect physical abuse when you see...

- Frequent injuries such as bruises, cuts, black eyes or burns, especially when the child cannot adequately explain their causes
- Burns or bruises in an unusual pattern that may indicate the use of an instrument or a human bite; cigarette burns on any part of the body
- Frequent complaints of pain without obvious injury
- Aggressive, disruptive and destructive behavior
- Lack of reaction to pain
- Passive, withdrawn, emotionless behavior
- Fear of going home or seeing parents
- Injuries that appear after the child has not been seen for several days
- Unseasonable clothes that may hide injuries to arms or legs

Suspect neglect when you see...

- Obvious malnourishment
- Lack of personal cleanliness
- Torn and/or dirty clothes
- Obvious fatigue and listlessness
- A child unattended for long periods of time
- Need for glasses, dental care or other medical attention
- Stealing or begging for food
- Frequent absence or tardiness from school

Suspect sexual abuse when you see...

- Physical signs of sexually-transmitted diseases
- Evidence of injury to the genital area
- Difficulty in sitting or walking
- Frequent expressions of sexual activity between adults and children
- Pregnancy in a young girl
- Extreme fear of being alone with adults, especially if of a particular gender
- Sexually suggestive, inappropriate or promiscuous behavior
- Knowledge about sexual relations beyond what is appropriate for the child's age
- Sexual victimization of other children

**A Disclosure**

If you are the first person the child tells about sexual abuse, your testimony as "outcry witness" may be especially important in future legal proceedings. What you say the child told you is not considered hearsay but is admissible evidence in a trial involving a sexual offense against a child. This exception applies only to the first person the child approaches.
WHO MUST REPORT?

Anyone may report suspected child abuse or neglect. Under State Law, certain persons and all AlphBEST employees are required to report. These persons include:

- School Teachers or other school or program personnel
- Child Care Worker on all levels
- Youth Camp Administrator or Counselor
- Employee, Coach or Volunteer of an entity that provides organized activities for children

Additionally, State Law mandates that any person over the age of eighteen who receives a disclosure from a credible witness or observes any sexual abuse or sexual assault of a child, shall immediately and not more than forty eight hours, report the circumstances or cause a report to be made to the Department and the State Police or other law-enforcement agency having jurisdiction to investigate the report. If the reporter feels that reporting the alleged sexual abuse will expose themselves, the child, the reporter’s children or other children in the subjects household to an increased threat of serious bodily injury, the individual may delay making the report while he or she undertakes measures to remove themselves or the affected children from the perceived threat of additional harm. The individual must make the report as soon as practical after the threat of harm has been reduced. The law enforcement agency that receives a report regarding sexual abuse must report the allegations to the Department. State Law also mandates that in any case where a mandated reporter believes that the child suffered serious physical abuse, the reporter shall also immediately report, or cause a report to be made, to the State Police and any law-enforcement agency having jurisdiction to investigate the complaint.

WHY SHOULD I REPORT?

The purpose of required reporting is to identify suspected abused and neglected children as soon as possible so that they may be protected from further harm. Child Protective Services cannot act until a report is made.

AM I PROTECTED IF I REPORT?

State law provides immunity from civil or criminal liability for persons reporting in good faith.

HOW DO I REPORT?

Reports can be made to the Child Abuse and Neglect Hotline (1-800-352-6513) 7 days a week, 24 hours a day. You may also report alleged sexual abuse or sexual assault, or serious physical abuse to your local law enforcement agency by calling 911 or your state and local abuse hotline.

WHAT HAPPENS AFTER A REPORT IS MADE?

- A child protective services investigator will interview the child, family members & others as deemed appropriate.
- The investigator determines if the child is being abused or is at risk for abuse.
- The case may be referred to local social service agencies, or to juvenile, family or criminal court.
Employee child protective services subject investigation policy (either in-family or out-of-family)

Upon Notification of a CPS investigation or other Report of Maltreatment

Once a report of suspected child abuse or neglect by a child care provider has been filed with Child Protective Services (CPS) or with other authorities by a parent, child care staff, or the director, the director should respond as follows:

- Cooperate fully with the investigation and respond quickly to the authorities' requests for information.
- Work with CPS or law enforcement to decide when to talk with the staff person who has been accused of abuse or neglect.
- Advise program staff, including the accused, to cooperate fully with CPS and to provide the requested information. All staff should be reminded about professional practices and program policies regarding confidentiality and should be instructed not to discuss the specific allegations with the media, with parents, or with others. Doing so may affect the case, for example, by creating rumors.
- As program policy requires, the Area Manager in conjunction with the Regional Director will place the accused staff person on administrative leave or reassign her to tasks that do not involve direct contact with children.
- Have the accused staff member refer all questions about the allegation from non-CPS sources (e.g., the media) to the Area Manager or Regional Director.
- Area Manager should talk with the CPS caseworker to find out if the agency is notifying other parents of children in the program about the case. CPS may do so in order to determine if other children make or corroborate claims of maltreatment.
- Regional Director and Director of Operations will handle all media requests for information and explain to the staff how the requests will be managed. This should occur in consultation with CPS in order not to jeopardize the investigation or to break confidentiality. The report of alleged child abuse or neglect within an AlphaBEST Program is newsworthy, and the Area Manager should cite the organization's policy about protecting the confidentiality rights of the child, the child's family, and the accused staff member. The Director and Area Manager also should be prepared to give information about how the safety of all the children in the program is being protected.
- Regional Director should follow the program policy regarding contacting other staff, the board of directors, the program's sponsoring organization, and the organization's attorney to keep them apprised of the situation.
- Area Manager or Regional Director must notify the State childcare licensing agency about the allegation within 24 hours or as dictated by that State's statutes.
- Area Manager and Regional Director should keep CPS authorities informed and pass on any pertinent information received from staff, parents, or other children.
- Regional Director should offer or provide counseling or support services to other staff members during the investigation.
The Accused Person's Response

An AlphaBEST employee who is accused of maltreating a child should take the following steps:

- Document immediately any pertinent information, including a description of the incident and a list of witnesses.
- Ask others who were present to document their accounts of what happened, but take care not to pressure others to recant or to alter their accounts.
- Write a description of the relationships with the child, the family, or the colleague making the accusation. For instance, have there been previous disagreements over caregiving practices? Has the family expressed concern about the care the child has received?
- Keep a copy of these statements and give one to the director.
- Prepare to meet with the representatives of the agencies involved, which may include CPS, law enforcement, and licensing authorities. It may be necessary for the staff person to hire legal counsel.
- Clarify her job status during the investigation. If the program policy is to place an accused staff member on administrative leave, the caregiver should find out from the director when or under what circumstances she will be allowed to return.
- There also are situations when a parent or staff member suspects the director of child maltreatment. In such instances, the concerned parent or staff member should contact CPS or law enforcement. In an AlphaBEST program setting, it is required for the person reporting the alleged maltreatment to notify the director's supervisor, the Area Manager, that a report has been made.

After the Investigation Is Completed By CPS

Once the investigation has been completed by the authorities, the results may indicate that maltreatment occurred, may clear the accused staff member, or may be inconclusive. If the CPS investigation clearly indicates that maltreatment occurred, our company’s response is to terminate the staff member's employment. If the results are inconclusive, the Regional Directors and Director of Operations will have to make a judgment based on the children's well-being, the concerns of parents and staff, and the program's liability if allegations are made in the future. If the staff member is cleared of any wrongdoing, the program will need to support the individual upon returning to work with the children and families.
Program Quality

Our commitment to quality is one of the aspects that differentiate us from our competition. AlphaBEST Education, Inc. has a comprehensive support and monitoring plan for all of our programs. We utilize a continuous improvement model that constantly evaluates feedback and data to drive change and improvement. Our programs and management team have a system for measuring outcomes and using that information for ongoing program planning, improvement, and evaluation.

### AlphaBEST’s Quality Assurance Instruments

<table>
<thead>
<tr>
<th>Quality Assurance Instruments</th>
<th>Quality Indicators/Accreditation Standards</th>
<th>Research/Evaluation</th>
<th>Monitoring/Licensing</th>
<th>Improvement/Effectiveness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zone Leader Observation Tool (Ongoing)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Site Director Observation Tool (Ongoing)</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Parent Survey (In Spring)</td>
<td></td>
<td>Overall Program</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Principal Survey (Mid-Year)</td>
<td></td>
<td>Site, Staff &amp; Management Quality</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Student Survey (End of the Year)</td>
<td></td>
<td>Programming and Staff</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Curriculum Focus Groups (Quarterly)</td>
<td></td>
<td>Curriculum Quality and Delivery of Implementation</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Area Manager Survey (In Spring)</td>
<td></td>
<td>Area Manager Support and Management</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Management/Staff Annual Review (End of the Year)</td>
<td>✓</td>
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<td>✓</td>
<td>✓</td>
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<tr>
<td>Program Quality Assessment Tool/5 Star Accreditation (Ongoing)</td>
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### Feedback Tools

**Weekly Site Visits**: The most important aspect of this program involves site visits. The Area Manager visits the program each week. During these weekly visits, the Area Manager completes and on site observation form. The Area Manager serves as a support by guiding the staff through direct instruction, mentoring, counseling, and modeling. The Regional Director also visits the programs at least monthly to review the program operations. Additional AlphaBEST team members visit the programs to provide support, guidance, and review. Through coaching and team-based problem solving from the Education Manger and Education Specialists, program staff is able to strengthen their program delivery.
The SITE OBSERVATION TOOL should be used for review.  

**Student Surveys** - Each student is asked to complete an age-appropriate survey during the month of March. This form is used to collect student feedback about program and its operation. This includes greeting, snack, activities, and overall rating and uses a three-point scale (okay, good, great). This information helps site staff adjust the daily schedule and activities, as necessary. This feedback also helps identify well-received program activities, i.e., assessed as good or great.

An example of Student Surveys can be accessed from the following link:  

**Parent Surveys** - Parents are asked to complete a quality assessment survey each spring. Parents are asked about their satisfaction with overall quality, registration and enrollment process, choice of activities, academic assistance, program staff, management support, safety, snack, and activities. Results are used to make program improvements for current and future operations.

An example of a Parent Survey can be accessed from the following link:  

**Internal Assessment Tools**

**ZONE LEADER OBSERVATION & FEEDBACK TOOL:** The goal of this instrument is to develop a shared understanding of high quality practice and to identify what training and support Zone Leaders need to deliver high quality programming.  

**Who Uses It: Educational Managers and Specialists During Ongoing Site Visits**

- An instrument for program improvement that links effective instructional practices with desired outcomes
- A process of giving and receiving evidence-based feedback to the Zone Leader implementing the INZONE curriculum
- Stimulates collaborative professional conversations and drives future companywide professional development initiatives
- Targeted feedback, strategic coaching and modeling takes place along this continuum of improvement

**The four targeted areas of Zone Leader Observation Tool include:**

1. Instructional Techniques
2. Curriculum Implementation
3. Behavior Management
4. Professionalism

**The three-step assessment process is as follows:**

1. **Self-Assessment:** Two times per year each Zone Leader who implements curriculum is required to complete a self-assessment (Pre-assessment is completed in September and Post-assessment is completed in June).
2. **Peer Observation:** Once per year each Zone Leader is provided with a peer reflective buddy and they are required to observe each other implementing the curriculum using the tool and provide feedback/recommendations including one instructional strategy and one take away idea.
3. **Education Manager Observation:** Ongoing observations will be conducted starting in January utilizing the tool and the Education Manager provides feedback and recommendations. If concerns are noted, a next steps action plan is then created for that Zone Leader and follow up observations are completed.

**How the tool fits into AlphaBEST’s Continuous Improvement Model (CIM):**

- Tracks observation and improvement growth goals over time
- Provides targeted coaching support and modeling
- Provides a structure for consistent expectations across programs
- Examines and analyzes data to drive future professional development initiatives
- Creates accountability around the fidelity of the implementation of the curriculum
- Stimulates collaborative, professional conversations about best practices through the gathering of evidence related to the instructional expectation/focus.
- Peers learn from each other through observation, asking questions, sharing experiences, and providing a variety of perspectives.
- Deepens an understanding of best practices through ongoing, formative feedback related to program improvement that supports the organization’s instructional focus and mission.

**PROGRAM QUALITY ASSESSMENT TOOL (PQAT)** - Improving after school program quality in AlphaBEST Education begins with a commitment on the part of practitioners to examining their programs with a critical eye. Research has shown that a quality program is one that is reflective, willing to improve, change and grow, and believes in successful outcomes for its participants. Improving program quality is an ongoing process and is embraced by all stakeholders company-wide. AlphaBEST developed the Program Quality Assessment Tool (PQAT), which is used across all of our after school settings, to assess the quality of our programs and to assist staff and stakeholders in creating an action plan for continuous program improvement.

**AlphaBEST’s PQAT:**

- Promotes continuous improvement in all aspects of the AlphaBEST after school program
- Provides an opportunity for program leaders and key staff, in collaboration with other stakeholders, to utilize a common set of standards to assess, plan, design and execute strategies for ongoing program improvement
- Helps programs understand overall program quality and to identify steps needed for improvement.
- Focuses on program needs and priorities
- Uses a set of indicators to help programs determine their strengths and areas in need of improvement
- Leads to an action plan for increasing program quality

**Steps of the PQAT:**

1. Program Self-Assessment Phase (Aug-Oct)
2. Each Element is Reviewed in a Monthly Meeting with Staff
3. Program to Program Peer Assessment Phase (Nov-Jan)
4. Create Program Improvement Action Plan: Identify Strengths and Areas for Improvement (Feb)
5. Supervisor Assessment: Identify Strengths and Areas for Improvement (March-April)
6. Create Professional Development/Technical Assistance Action Plan (May)
How the PQAT Works:

- The instrument is organized under 10 essential elements of an effective AlphaBEST afterschool program.
- Each element contains a list of standards of practice or “quality indicators” that provide guidelines for ensuring quality outcomes.
- Using the Performance Levels rating system (1-4), the level of competency or mastery of each benchmark can be assessed, as defined by the quality indicators.
- The Priority Planning Level grid allows programs with support from the regional management team to set priorities and determine the appropriate timeframe in which to meet or exceed the standards.
- This assessment, when performed in concert with other formal and informal evaluative efforts, such as participant, parent, and staff surveys, staff meetings, and participant and parent forums, enables AlphaBEST programs to identify strengths and deficits and arrive at a sound plan for addressing their needs accordingly.
- If a site does not meet a standard, written instruction is provided to ensure this corrective action brings the program up to the expected standards.
- The Area Manager and Site Director will support the program and ensure that corrective actions are taken as soon as possible by providing the guidance and direction to the site staff for the corrective measures to be taken.
- Site staff is given copies of these reviews during staff training with discussions on how each standard should be achieved through daily operations.

Quality Assurance Reviews

Performance Levels - All AlphaBEST programs are expected to work towards achieving, at minimum, a Satisfactory level in all of the quality indicators within each of the ten elements. Programs must continue to strive to achieve a level of Excellence and will be awarded for doing so throughout the course of the year.

The four Performance Levels are as follows:

4 Excellent/Exceeds Standards = Is prepared to help and work with others in this area.
3 Satisfactory/Meets Standards = Needs help to prepare staff to work with others in this area.
2 Some Progress Made/Approaching Standard = Could use additional focused assistance in this area.
1 Must Address and Improve/Standard not Met = Needs significant support in this area.

Improvement Planning Guidance - Once programs assess their Performance Level for each of the quality indicators, they should develop a timeline for program improvement, using the “Plan to Improve” section for each quality indicator.

The Plan to Improve levels are as follows:

- Right Now Area: will be addressed prior to or at the start of program.
- This Year Area: will be addressed during the program year.
- Next Year Area: will be re-evaluated prior to the start of the next program year.

The goal of this assessment tool is to assist programs in their pursuit of ongoing program improvement. The Plan to Improve section serves as a guide that will help programs develop both short and long-term plans for addressing program needs.
**Professional Development and Technical Assistance** - The results of the assessment have many important implications that will enable programs to address the areas in need of support by providing staff development. The AlphaBEST Education team uses this instrument as the framework for its ongoing training and technical assistance initiative. Feedback helps to shape the professional development strategy and content for all future trainings.

**5 Star Site Recognition** - Our internal accreditation system is called “5 Star Recognition.” This internal system was developed to embed and sustain improvement and it is based on a national protocol designed to build the capacity of sites, ensure that all people, processes, departments and operations work in concert together. It also has a proven track record of strengthening efforts to provide accountability to all stakeholders and encourages growth beyond compliance. This internal recognition promotes continuous improvement and not episodic events and each year the Regional Director and Director of Operation conduct **5 STAR SITE ACCREDITATION Reviews** ([www.alphabest.org/wp-content/uploads/2014/11/5-Star-Site-Accreditation.pdf](http://www.alphabest.org/wp-content/uploads/2014/11/5-Star-Site-Accreditation.pdf)) of each of their sites. Site Management and staff are then recognized at the annual summer leadership summit.

![5 Star Recognition](image)

**Licensing**

Our programs are licensed by the appropriate state licensing authority. It is each employee’s responsibility to keep the regulations in mind. While most regulations are in line with our policies and procedures, there may be state-specific regulations that need to be followed. If the regulation conflicts with an AlphaBEST Education procedure, the State policy will take precedent.

![Licensing](image)
Staff Recruitment and Selection

Individual school principals have final approval of program staff working within their buildings. School District staff is given priority consideration for selection as InZone staff. Open positions are advertised with an emphasis on recruiting teachers and paraprofessionals from the host school. All positions have minimum education and experience requirements. Potential candidates submit resumes and complete applications for review by the selection team. The Area Manager, with support of the upper management, pre-screens candidate applications to determine if minimum qualifications are met. Qualified candidates then advance to an interview process, which may include a phone interview, an in-person interview, and a second in-person interview to determine if a candidate matches company’s required qualifications. This interview process allows management sufficient opportunity to gauge a candidate’s likelihood for success on the job.

Pre-Employment Process

Employment offers are contingent on successfully completing a third party independent drug screen, thorough reference checks, and prior employment verification. Teaching certificates, transcripts, course completion certificates, resumes and employment applications are used to assess a candidate’s experience and level of expertise to appropriately deliver all components of the AlphaBEST Education program.

AlphaBEST Education completes background checks on all its applicants. All applicants must pass the state’s criminal history check as required by state law and licensing regulations. We also use the First Point system to alert us of any questionable or criminal activities of applicants. AlphaBEST uses First Point for operations in states that do require criminal background checks. All background checks include screening for sex offenders. Drug and alcohol screenings are also performed according to state laws and licensing regulations. Employment offers are contingent upon successful completion of these screenings, thorough reference checks, and previous employment verifications. AlphaBEST Education hires candidates who meet and exceed our rigorous requirements, which are aligned with state licensing regulations.
Orientation and Record Keeping

Each team member receives an orientation prior to working at a site. This orientation covers policies and procedures, local licensing requirements, behavior management, safety procedures and precautions, daily routines and schedules, and the proper delivery of the curriculum. Each employee is provided a job description (www.alphabest.org/wp-content/uploads/2014/11/Job-Descriptions.pdf), CPR/First Aid training and a minimum of sixteen (16) hours of training per year. Please note that all hiring paperwork must be on file prior to first day of work. In addition to having paperwork on file in your local office, certain documents need to be sent to Human Resources and Payroll at the Support Center in Lewisville, NC, prior to your start date. Please work with your local manager to ensure these documents are submitted in a timely manner.

Employee files are maintained in Human Resources at the support center and at the area offices. Payroll is processed at the support center. New employees will receive instructions on how to login and record their work hours. Employees are responsible for recording all hours worked in the Time System. In the event the beginning or end of a shift is not recorded within 24 hours of the shift, a manager must be notified within 48 hours of the missed record, no later than Friday of the current work week, whichever is first. Managers that approve time should carefully review all recorded hours for accuracy and update all time records, if needed, prior to approval. Payroll timelines are provided to managers for key time sensitive tasks.

Changes of Personal Information

It is important to maintain accurate employee information. Providing accurate and current information for personnel records is the responsibility of the employee. Advise your supervisor and the support center within one (1) business day of any change in the following:

- Tax exemptions
- Personal data including name, home address, phone number, birth, deaths, etc.
- Additional education or training acquired
- Emergency contacts

Managers should complete a Personnel Action Form, which is located in the forms section of the Employee area of the AlphaBEST Website: Personnel Action Form - AlphaBEST Education, Inc. Complete this form for the following employee changes:

- Rate of Pay
- Position
- Transfer to a new Manager
- Termination
- Any Additional Employee Changes

Mass employee changes will be accepted by email from a manager, addressed to the Human Resources and Payroll Department.

AlphaBEST is committed to providing assurance that all employees are accurately paid in a timely manner, compliance with appropriate State and Federal financial and tax laws and regulations, ensuring that all employee matters are addressed in a timely basis.
**Staff Qualifications**

The following chart provides an overview of staff positions, responsibilities and duties and qualifications for AlphaBEST Education staff in its InZone program:

<table>
<thead>
<tr>
<th>STAFF POSITION</th>
<th>RESPONSIBILITIES AND DUTIES</th>
<th>QUALIFICATIONS</th>
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</thead>
<tbody>
<tr>
<td><strong>Area Manager</strong></td>
<td><strong>Key responsibilities include:</strong></td>
<td>Prior experience in an elementary school setting, school administration, or in school-age childcare setting. A BA or BS in Education or related field is required with a master’s degree or higher preferred.</td>
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<td></td>
<td>• Develop and maintain excellent program quality</td>
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<td>• Ensure programs achieve maximum enrollment potential</td>
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<td></td>
<td>• Select, train and supervise Site Directors and all staff</td>
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<td></td>
<td>• Ensure that sites maintain financial efficiency</td>
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<td></td>
<td>• Create and maintain high levels of parent and school satisfaction for all sites</td>
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<td></td>
<td><strong>Specific duties include:</strong></td>
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<td>• Regularly evaluate program quality and progress towards goals</td>
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<td>• Assist in developing training schedules</td>
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<td>• Ensure licensure compliance</td>
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<td>• Create annual site budgets</td>
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<td></td>
<td>• Maintain weekly and monthly financial control system</td>
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<td>• Find frequent opportunities to interact with parents to determine their satisfaction</td>
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<td></td>
<td>• Schedule formal meetings with school administration</td>
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<td></td>
<td>• Conduct drop by site visits</td>
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<tr>
<td><strong>Site Director</strong></td>
<td><strong>Key responsibilities and duties include, but are not limited to the following:</strong></td>
<td>Education and experience consistent with state child care regulations including graduate or bachelor’s degree in child-related field or appropriate combination of experience and education. Also must be CPR and First Aid certified.</td>
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<td>• Administer policies and procedures with a focus on providing a safe and healthy environment and compliance with state regulations</td>
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<td>• Recruit, train and supervise staff</td>
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<td>• Ensure that staffing model meets staff to child ratios and professional development activities</td>
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<td>• Be present during operating hours</td>
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<td>• Select classroom material and equipment set-up</td>
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<tr>
<td></td>
<td>• Serve as liaison with parents</td>
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</tbody>
</table>
### ZONE Leaders

**Execute daily activities revolving around active learning, academic support and physical education**

Key responsibilities and duties include, but are not limited to the following:
- Provide constant supervision of students assuring that they are never left unsupervised
- Provide a caring family-oriented environment with positive relationships
- Direct daily activities
- Lead group activities and provide quality instruction
- Follow appropriate student discipline guidelines
- Develop and maintain Parent Board
- Serve as continual link for family and center management
- Assist in emergency situations
- Continually monitor environment
- Maintain adherence to safety and hygiene guidelines

Education and experience consistent with state childcare regulations; CPR and first aid certification; experience supervising students in a group environment; proven ability to execute daily activity plans in a positive and effective manner; effective listening and communication skills with both children and adults; serves as a positive role model; knowledge of state policies and procedures; and proven ability to provide supportive and caring environment for students. Must be enthusiastic, energetic, creative and sensitive to children.

### Education Manager /Specialist –

Visits each program regularly to observe the implementation and delivery of enrichment components.

Key responsibilities and duties include, but are not limited to the following:
- Serve as a support by guiding the staff through direct instruction, mentoring, coaching, and modeling of best instructional practices
- Develop and provide ongoing professional development to ensure the Zone Leaders success.
- Visit programs to provide support, guidance, and review. Through coaching and team-based problem solving, program staff strengthens their program delivery.

Previous experience in elementary school setting, school administration, or in school-age childcare setting strongly desired. BA or BS in Education or related field preferred. Master’s degree or higher a plus. Good understanding of elementary school curriculum and daily administrative duties required.
Training

Every employee receives training at the beginning of each school year, before summer programs, and continued training throughout the year. Training is paid and notification will be provided in advance of the date. Training is provided through a blended learning model meaning some is delivered in person, and some is obtained through online courses provided by AlphaBEST. Compensation is based on the type of training, length, delivery, and employment status. Training is conducted as a requirement of state licensing and you are provided with a certificate upon successful completion. In addition to formal training, AlphaBEST employs Education Specialists. These individuals are experts in programming and regularly visit sites from time to time. They are also available in special instances upon request of the Regional Director. At times, AlphaBEST Education offers management the opportunity to take part in company trainings and conferences held outside of your work area. If you attend, your travel will be paid and work time compensated.

Staff Professional Development

AlphaBEST Education leads the way in professional development for the after school workforce as our employees continue to strengthen their practice throughout their career in our company. It is our belief that the most effective professional development engages teams of after school workers to focus on the needs of the children they serve. To that end, AlphaBEST has made a significant investment in the professional development of staff to ensure they are highly effective in their duties as after school program leaders, managers, instructors and caregivers. The below categories describe the categories of training as well as any policies surrounding them.

Pre-Service Professional Development

The goal of pre-service training is to provide a strong foundation of knowledge and skills for the job the employee is about to enter. This carefully designed pre-service training lays the groundwork for further in-service training, and produces staff members who are more effective and content because they have the knowledge and skills needed to excel in their work environment. Preservice training will be provided through a combination of in-person and online delivery methods. You will be instructed by your manager of the specifics of your training program.

➢ New Employment Orientation (12 Hours-18 Hours)

Participants: All newly hired AlphaBEST Site Staff including Site Directors, Area Managers and Zone Leaders.

- Positive Behavior Supports (S.T.A.R.S.)
- Instructor Tool Box (Instructional Strategies and Cooperative Learning Structures)
- Accommodations and Disability Awareness
- Operations, Licensing and Professionalism
- First Aid & CPR
- Health and Safety including Blood Bourne Pathogens
- Child Abuse and Neglect
Continuous Professional Development

➢ Monthly Zone Leader Site Seminar (10-12 Hours)

Participants: All Site Director lead monthly meeting with site staff

Monthly Agenda Items:
I. Team Building Activity
II. Positive Behavior Support Tip
III. Accommodations Awareness
IV. Quality Assurance Element
V. Cooperative Learning Structure
VI. Licensing and Operations Reminder
VII. Site Share Best Practices and Concerns (Cheers/Jeers)
VIII. Upcoming Calendar (Important Dates/Trainings)
IX. Assessment & Certificate (provided for each monthly training)

Area Manager Management Institute (Monthly)

- Best Practices Shared Across Sites (testimonials, video, pictures and descriptions)
- Monthly Expectations Discussed and Instituted
- Monthly Financials by Site/Region Reviewed
- Upcoming Dates/Trainings
- Quality Assurance Tools

➢ Quarterly Leadership Retreat

Participants: Regional Directors, Director of Operations, CFO and General Manager.

- Strategic planning
- Curriculum/Programming Feedback
- Assessment of program equipment and materials
- Budget and financial review
- Marketing and Business Planning
- Quality Assurance Feedback
- Quarterly Goal Setting

➢ Annual Company Wide Leadership Summit

Participants: Area Managers, Regional Directors and the Director of Operations. Site Directors may be invited to our ROADSHOW Retreat.

- Opportunity for AlphaBEST leadership to establish and strengthen relationships across all regions and to learn from each other
- Reinforces core AlphaBEST values and initiatives
- Unites leadership in a common mission and a shared vision for the future
CypherWorx Online Learning Platform - Core Knowledge and/or Continued Learning Hours

AlphaBEST needs a well-trained childcare workforce to meet the demand for high-quality childcare in accordance with state licensing regulations. Our high quality extended day programming requires a highly skilled and specialized workforce. AlphaBEST Education has partnered with CypherWorx to offer staff continuous access to a well-designed learning platform. This ensures that our after school professionals are receiving ongoing in-service development, while meeting and exceeding state requirements.

The CypherWorx platform provides an interactive peer-to-peer learning space that provides AlphaBEST sites with a way to communicate, share ideas/resources, and discuss topics and learn in a safe environment. This learning management system allows delivery of our core training content, and also includes hundreds of online blended learning courses on various general learning subjects. The 36 courses in the OST Certificate Series listed below are already approved to apply towards state licensing requirements. You will be assigned courses your licensing requires AlphaBEST employees to take.

OUT OF SCHOOL TIME CERTIFICATE SERIES

Course 1: Exploring the Continuum of Developmental Tasks of School-Age Children from 5 to 12
Course 2: Exploring Four Areas of Development
Course 3: Exploring Developmental Needs and Characteristics of Different Age Groups
Course 4: Exploring Individual Differences among School Age Children
Course 5: Managing School-Age Children in Groups
Course 6: Guiding the Behavior of Individual Children
Course 7: Observation Skills-What’s Really Going on Here?
Course 8: Human Relations Skill Development
Course 9: School-Age Care as a Family Service (Part One- Emphasis on Relationship Building)
Course 10: School Age Care as a Family Service (Part Two- Emphasis on Planning Opportunities for Family Involvement)
Course 11: Building Relationships with School Personnel
Course 12: Growing as a Professional in School Age Programs
Course 13: Creating and Maintaining Safe School Age Environments
Course 14: Creating and Maintaining Healthy School Age Environments
Course 15: Designing Effective Indoor School Age Play and Learning Environments
Course 16: Developing and Implementing Effective Indoor Interest Areas
Course 17: Developing and Implementing Effective School Age Outdoor Environments and Interest Areas
Course 18: Exploring Effective Schedules, Diverse Activity Formats, Planning Tools, and Staff Roles
Course 19: Involving School Age Children in Activity Planning and Implementation
Course 20: Developing Activities That Encourage Creativity and Cognitive Development
Course 21: Creating Successful Clubs Special Events and Field Trips in School Age Programs
Course 22: Developing Activities That Support Character Development and Promote Social Interaction
Course 23: Providing Homework Support
Course 24: Helping Children with ADD Succeed in School Age Programs
Course 25: Focus on Health and Stress Management
Course 26: Human Relations Skill Development: Focus on Leadership Styles and Conflict Management
Course 27: Exploring Ethics in OST: Focus on a Professional Code of Ethics
Course 28: Commitment to Quality in School Age Programs
Course 29: Making Plans and Carrying Out Policy
Course 30: Creating and Managing Budgets in School Age Programs
Course 31: The Six “Ps” of Marketing School Age Programs
Course 32: Current Trends and Issues in Out of School Time Programs
Course 33: Youth Development Trends: Focus on Older Youth
AlphaBEST Online Training Policies
The following policies have been written regarding online training to ensure successful delivery of content as well as define the delivery and completion process.

➢ **Registration**
  - All users will have an account created for them, and are NOT to create an account on their own.
  - Users will be notified of their login information, which they will be responsible for remembering and maintaining.

➢ **Course Assignment**
  - The Manager of Professional Development (or assigned manager) will enroll you in all required courses. This is to ensure that all employees are enrolled in the appropriate courses.

➢ **Course Completion**
  - Users will be required to complete all courses assigned to them.
  - Managers will notify users of the timeline for course completion based upon the specific needs of the site location and state.
  - Upon completion, users must PRINT their completion certificate, and turn into their immediate manager. This applies to all positions for which State Licensing requires proof of Professional Development completion and tracking.
  - The failure to complete required courses within the appropriate time frame can lead to disciplinary action and ultimately to termination if not corrected.

➢ **Compensation**
  - Compensation for online courses in 2015 will begin on 8/3/15.
  - NOTE: Compensation for CypherWorx trainings applies to Non-Exempt (hourly) employees only. Salaried staff, i.e. area managers, are considered full-time exempt, therefore compensation for online training is incorporated within salaried wages.
  - Training that is required by AlphaBEST for users to complete will be compensated under the following guidelines:
    - The time a course is DESIGNED/EXPECTED to take to complete rather than the actual time a user takes to complete. A 30 minute course will be compensated for 30 minutes, even if an hour is spent within the course.
    - ONLY courses assigned to users by the Manager of Professional Development, or approved manager, will be compensated. Any courses taken and completed without prior approval will not be compensated.
    - Users will only be compensated for a course 1 time. Any completions of the same course after the initial completion will NOT be compensated for until notified by Brian Heaton or an approved manager.
  - In an effort promote continued education, AlphaBEST employees are allowed/able to take as many courses as CypherWorx provides, but must know only assigned courses will be compensated.
    - Employees will be notified of incentives and programs in place surrounding additional course completions promoting professional development and self-improvement.
The Compensation rate for online courses in CypherWorx is $5.00 per 30 minute unit. Most courses are made to be 30 minutes in length. Examples are:

- 30 minute course: $5.00 compensation
- 60 minute course: $10.00 compensation
- Courses outside of 30 minute increments will be rounded to the nearest 30 minute length.
  - 47 minute course: rounded up to 1 hour
  - 37 minute courses: rounded down to 30 minutes

All time spent within courses is monitored, and will be checked before compensation. Users are required to spend the designated amount of time (course length) within the course in order to be compensated.

- If a course is 30 minutes, but a user completes in 10 minutes, they will NOT be compensated for that course, even with a certificate of completion.

Compensation Process:

- AlphaBEST employees complete courses, print certificate, and turn into manager (if required for licensing).
- Manager of Professional Development tracks course completions. Users are NOT required to notify Human Resources or the Support Center of completed courses.
- Compensation for COMPLETED online courses will be distributed during the SECOND (2\textsuperscript{nd}) pay period of the following month. An example is:
  - All compensation for courses completed in the month of August will appear on the SECOND (2\textsuperscript{nd}) pay check in September.

**Support**

- Any issues employees have within CypherWorx should be reported to their immediate manager who will contact the appropriate people to correct the problem.
- Walk through tutorials and guides will be made available to all employees describing the process of completing courses in the CypherWorx platform.

**Additional Policies**

- Users are required to login and complete their courses using THEIR account. It is in direct violation of company policy to complete courses for others, assist others in completing courses, or log into another user’s account. *Any violation of this or above policies, will be cause for termination.*
- Each course will end with a Quiz. Compensation DOES NOT happen unless the quiz is completed with a passing score. Some courses end with an “attestation statement” which will count as the quiz. Compensation happens once users complete the course, and attest that they have completed the course.
- Users are required to print their certificates and turn them into their manager per licensing policies in each state. Site/Area managers are to ensure that local licensing needs are met.
Performance Expectations and Evaluations

Reviews are completed by a supervisor annually. The purpose of the review ([www.alphabest.org/wp-content/uploads/2014/11/Annual-Review-2013.pdf](http://www.alphabest.org/wp-content/uploads/2014/11/Annual-Review-2013.pdf)) is to assess job performance and determine improvement goals. Annual reviews will include performance related to site “Quality Assurance” (See section in Operations regarding Quality Assurance). The Quality Assurance score provides an objective score that is averaged in each employee’s annual review. In addition to the formal review, management will perform informal reviews periodically (3 and 6 months) throughout the year in order to monitor performance. These informal reviews will be discussed with each employee within a timely manner.

Promotions

AlphaBEST Education follows, as far as possible, a policy of promotion from within. A variety of training and educational opportunities are available to assist employees in developing skills and abilities to the highest possible level. Please consult with your Site and/or Area Manager for further information. We take pride in the fact that many of our people have advanced to more responsible positions. We prefer to promote from within the Company, although there will be occasions when we must hire from the outside.

**What governs promotions?** Ability and performing well on any job assigned are the keys. Of course, many other factors are considered --- a cooperative attitude, a willingness to learn, a good attendance record, training and education. If all other factors are equal, we give consideration to the employee with the longer service. Communication of your interest in a promotion should be directed to your Site Director, Area Manager and Regional Director.

The best way to earn a promotion is to do an outstanding job in your present assignment. The more you learn on every job, the better prepared you will be when promotional openings become available. We hope you will develop your abilities with AlphaBEST Education so that you can take advantage of the opportunities for advancement that may arise.
Performance Action Plan

Our PERFORMANCE ACTION PLAN (www.alphabest.org/wp-content/uploads/2014/11/Performance-Action-Plan-Form-Non-Typewriter.pdf) is used to identify ways to improve employee performance. This plan (www.alphabest.org/wp-content/uploads/2014/11/Phases-of-the-Performance-Action-Plan-Final1.pdf) plays an integral role in identifying and correcting performance discrepancies. It helps monitor and measure an employee’s work performance in an effort to improve performance. This creates a written plan of action to guide the improvement and/or corrective action.

Self-reporting of arrest and convictions policy

AlphaBEST Education requires that all employees report any arrests and convictions in writing, along with supporting documentation, to their Manager within forty-eight (48) hours of the arrest and within forty-eight (48) hours of the conviction.

All employees must sign the SELF-REPORTING OF NEW ARRESTS AND CONVICTIONS POLICY ACKNOWLEDGEMENT FORM upon employment.

Below are the steps that must be followed within forty-eight (48) hours of an arrest.

1. The employee must complete and sign the SELF-REPORTING OF ARREST AND CONVICTIONS INFORMATION FORM (www.alphabest.org/wp-content/uploads/2014/11/Self-Reporting-of-Arrests-Acknowledgement.pdf) and give it to their Manager.
2. The Manager will report the arrest/conviction to the Appropriate Area Manager and Regional Director.
3. The Area Manager and Regional Director will review the incident in light of State Licensing and/or School District policy. Immediate action will be taken in accordance with the appropriate policy and guidelines.
4. The employee will be informed of the resulting disciplinary action, up to and including termination from employment.
Technology

All AlphaBEST Education programs are equipped with a laptop. The laptops will be used for managing student records in online payment systems, accounting purposes, for each staff member to clock in/out using the website https://cmh.ctimepremium.net/ and for emails to communicate. Upon hire, the employee will be issued a user ID and a password for time clock and company email account. AlphaBEST Education management is provided with usernames and passwords for the system and it is expected that this information be kept confidential.

Each AlphaBEST Education site has been provided with an AlphaBEST Gmail account via Google Mail. It is the Site Director’s responsibility to check the site email on a routine basis. Documents on the Google Drive can only be shared with alphabest.org email addresses.

AlphaBEST.org

The company website is a vast resource for employee information, as well as for parents and prospective clients.

To enter the Employee Area, login with the following:

User name – alphabest
Password – education

The following resources are available for employees:

- Pre-Employment
- New Hire Information (including Employee Handbook and Operations Manual)
- Service Training
- Benefits
- Forms
- General
- AlphaGEAR Store
Accountability of Company Property

The company invests significantly in technological and programmatic resources at each site location. These resources allow you to work in the most efficient manner as well as provide our students with cutting edge materials and equipment that cannot be found in other extended day programs. Employees that are issued company property must complete a Company Property Issuance and Accountability form.

Company property includes but not limited to:

- Laptop/Netbook
- Tablet
- Cellular phone
- Wireless card/hotspot
- SAM animation equipment
- LEGO® equipment
- Tennis equipment

Every staff member is equally responsible for maintaining the quality and care of all hardware components owned by AlphaBEST Education to ensure that equipment remains in good working condition. While we understand accidents occur, multiple instances of property damage and breakage at a single location may result in written warnings and/or personal fines. Report any unused equipment to your Site Director and/or Area Manager.

Any loss of technology and/or programmatic resources as a result of theft and/or misplacement may result in one or more of the following consequences:

1. Verbal/written warning
2. Loss offset via payroll deduction
3. Termination

AlphaBEST Education assumes Site Director holds responsibility for the care of company property. All company property and equipment must remain on the site and may not be removed for any reason without obtaining prior consent from management. Managers should approve this for legitimate business purposes, i.e. equipment required for training at a different site. It is the manager’s responsibility to ensure the property is returned to the site.
Telephones

Our overall goal is to make sure you have the tools necessary to communicate effectively. At the same time we want to establish clear guidelines in order to maintain a cost effective communications program. AlphaBEST assigns each Manager an iOS-based smartphone and each school site is assigned a standard voice and text only mobile phone or landline, depending on the contract with the school district in which AlphaBEST Education operates. Phones assigned to individual sites are not to be used for personal reasons other than in the case of an emergency. Telephones may not be used to harass others. This includes text messaging. The company has access to all telephone records in order to ensure compliance with policy.

Each smart phone user is assigned 1,000 minutes, 1,000 texts and 3GB of data per month. Site phones have 200 minutes and 100 texts per month. Hotspots have 6GB of data per month.

### Voice
AlphaBEST has a pool of minutes to allow ample talk time. Based on the company trends and averages, usage over 1,000 minutes per month for smart phone users is considered excessive.

### Texts
Text messages are not pooled. Smart phone users have 1,000 texts per month and Site phones have 200. Every text sent or received over the allocated amount is an itemized charge.

### Data
Smart phone users have 3GB of data per month. Hotspots are assigned 6GB of data. As with voice, there will be some months that you'll need more Data than usual. No worries, we have you covered. However, based on trends and averages, data usage over 3GB per month is considered excessive. For hotspots, usage over 6GB a month is considered excessive. Hotspots assigned to sites are not to be taken home for personal use.

### Managing Usage
Smart phone users can check their minutes, texts and data by dialing the combination below. Once you dial the combination below, hit send and you will receive a text showing how many minutes, texts or data you've used in the current billing cycle.

- **AT&T (Texas, Maryland, Rhode Island, West Virginia, Virginia, NC-Forsyth and South Carolina)**
  - *MIN# - Voice Minutes
  - *DATA# - Data & Text

- **Verizon (NC-Forsyth, NC-Charter and Mississippi)**
  - #MIN – Voice Minutes
  - #DAT – Data & Text

Hotspot users can check usage on the device itself. Managers, please communicate with your sites that hotspots are not to be used at home for personal use. Activity of this nature is against company policy and will be reported to the appropriate level of management.
**Excessive Use / Damages**

First month of excessive use/overages will result in a notification. The second consecutive month of data/text overages will result in payroll deductions based on the overage cost.

Company assigned phones and numbers are property of AlphaBEST Education and will stay with AlphaBEST if an employee leaves or is terminated. **If a phone is damaged before it is eligible for an upgrade, the user is responsible to cover the cost of repairing or replacing the phone as well as the additional out-of-pocket cost for a replacement phone.** All phone accessories are an out-of-pocket expense, and therefore considered your personal property.

Personal cellular telephones, including earpieces, are not to be used during work hours due to responsibility of monitoring the safety of children. Personal cellular phones should not be kept on your person during work hours. Use of telephones for personal use is a distraction from assigned job duties and is prohibited. In the event you bring your phone inside to keep in the cabinet, the phone must be turned on silent or off.

Violation of the Telephone policy can lead to disciplinary action, up to and including termination.

**Employee Termination Procedures**

When an employment is terminated either by AlphaBEST or the employee:
- Complete and Submit an Employee Change Form to notify Human Resources.
  - Determine the employee’s Last Day Worked. This is the termination date.
  - Document the reason for termination.
  - Notate if the employee is eligible for rehire.
- Verify the employee’s address, phone and email for accuracy.
- Have the employee complete the Employee Exit Interview form on the last day of work.
- Contact the company email administrator to discontinue the employee’s company email.
- Collect any company property from the employee:
  - New shirts
  - PC’s/equipment
  - Cell Phones
  - Radios
  - Company issued credit or purchase cards
  - Keys
  - Name Badge
- Inform Human Resources of any company property that was not returned for payroll deduction processing.
- If the employee is terminated within a 90-day period, payroll deduction in the amount of $50.00 for employment costs associated with training and certifications will be deducted from the employee’s final paycheck.
- Human resources will provide the employee with information regarding COBRA, 401K and additional benefit information depending on the employee status.
- Employees will be removed from payroll by Human Resources after the employee receives their last paycheck.
Family Contract

In order to provide adequate staffing, families must commit to a schedule of attendance. The Family Contract is an agreement between the parent and AlphaBEST Education for services provided. In the event a family wishes to change their schedule/contract, a two week written notice is required. This allows us the time to make any staffing and administrative changes necessary.

Confidentiality of Accounts

AlphaBEST places the highest importance on confidentiality and integrity of its accounting services striving to achieve the highest levels of client confidence. Managers must communicate financial issues privately in order to respect the client’s privacy. All account information is considered to be sensitive in nature and must be treated as such.

Payments

AlphaBEST Education accepts online payments via credit card or check draft. Site or Area Managers will do all billing and initiate communications with families in the event that payments are not received. Communication between Site and Area Managers is vital. If there is a family that can no longer attend due to late or non-payment, Site or Area Managers communicate that to the parent.

We understand that some families may not have a credit card or checking account. The ONLY payments we will accept at the site-level will be money orders.

Collection of Funds/Fees – AlphaBEST Education utilizes an online system, Tuition Express or EZ Child Track, specialized child care software, to manage student billing and payments. EZ Child Track is used in the following areas: WV, MS, Wylie & Prosper TX.

Billing

- Tuition is due on the first day of each week of enrollment.
- Tuition remains due regardless of student attendance.
- Late fees will be assessed if tuition is not paid on a weekly basis.

Payments

- Money Orders may be accepted by Site Directors.
- Payments can be made by credit/debit card or bank draft using online payment processing.
- AlphaBEST offers the convenience of tuition auto draft for families.
- Late payment procedures include the following:
  - Reminder letter sent two days past due.
  - Notice of intent to terminate services is sent prior to services being terminated for uncollected fees.
  - Services are terminated one week past due date.

Security
Like the security of each child, we proactively take steps to protect our families’ financial information as well.

Online payment processing is a PCI Level I compliant processor, which is the highest level of merchant services security available. Account information is safely encrypted and payments are paid on time.

**Withdrawals**

- Parents who want to withdraw their child from the program are required to provide a statement in writing at least two weeks prior to discontinuation of service. Parents will be assessed payment when they withdraw without proper notice.

AlphaBEST Education does provide itemized statements for IRS tax purposes.

**Processing Money Orders**

Processing customer payments is extremely important. Keeping accurate customer accounts provides the customer with “good customer service”, demonstrates the importance of paying on time, maintains the integrity of AlphaBEST’s record keeping and avoids unnecessary late fees.

In the event a family must pay via money order, they must submit payment to the Site Director. Upon receipt, please follow these steps:

- All money orders must be posted to the customer’s account within twenty-four (24) hours.
- Place money orders in a secure location until Area Manager conducts site visit.
- Area Managers will prepare deposit of money orders and reconcile the deposit slip to the “Money Order Log”. The totals of the deposit and log MUST match.
- Money orders must be deposited within seven (7) business days by the Area Manager.
- The Area Manager must mail/email a copy of the deposit slip and Money Order Log to Accounts Receivable.

**Child Care Vouchers**

It is the policy of AlphaBEST Education to accept childcare vouchers for eligible students. Area Managers, with assistance from the Operations Administrator, will set up and maintain these types of accounts.

**Child Dismissal Due to Non-Payment**

Site Directors are responsible for communicating to the parents if a child will not be permitted to attend due to late payment or non-payment. All discussions must be conducted in a discrete and confidential manner in order to respect the privacy of the parents and children. Public reminders MUST NOT be used to communicate with the parents. Written notices must be in a sealed envelope. In the event a child attends the program, the Site Director must take the child to the school’s office and instruct the office contact the parent.
In Summary...

The Employee and Operations Handbook has been completed to inform you of AlphaBEST Education Inc.’s practices, policies, relationships and benefits. We hope you have found the information in it helpful in learning more about the company and what you can expect as an employee here. You should keep the handbook in order to refer to it as the need arises in the future. Obviously, it would be impossible to cover every question or situation in one handbook. However, it does give you general information regarding the practices, policies, relationships and benefits that are in effect at this time. The Operations section of this handbook provides information regarding daily operations at site locations.

The employee benefits, personnel policies and rules of this handbook will remain in effect unless changes are considered necessary because of general economic conditions or because of conditions pertaining to our particular business. No changes will be made without consideration of the effect on both the company and its team members. At times, the application of these principles may be affected by governing regulations or agencies. Because these policies and benefits may change from time to time, you should always consult your Manager/Supervisor if you have any questions about the material included here.