



When School's Out ★ We're On

Family Handbook

Please refer to our website (www.alphabest.org)
for the most up to date information

Table of Contents

Welcome Letter	3
Programming Features/Daily Schedule	5
Registration.....	8
Policies and Procedures	8
Safety and Licensing	14
Discipline Policy and Procedures	16
Communication	17
Tuition and Fees	19
Site Specific Operation Information.....	21
Parent's Pledge.....	22

Welcome

Dear Parents and Children:

Welcome to AlphaBEST and thank you for entrusting our staff with the development, education and care of your child. We know you have options for extended day programming services and we are committed to making this a great experience for your family.

AlphaBEST is committed to fostering and supporting the individual success of each child. We are passionate about learning and recognize that developing a partnership with each child and family is the cornerstone of our joint success. At AlphaBEST we openly welcome your involvement and encourage you to visit and participate on a regular basis.

Our five learning zones provide each student the opportunity to participate in activities designed to inspire, engage, discover and learn in a safe, high-quality environment:

- **STEM- STEM & Technology Arts**
- **World Languages and Culture** – Spanish, Mandarin and French Culture, & Sign Language
- **Arts and Entertainment-** Drama, Visual, Cartooning, and Video Production
- **Fitness and Wellness-**Tactical Game Play, Team Sports and Individual Skill Building
- **Maker Spaces-**Open-Ended Challenges and Tinkering

We offer some of the most unique programming in the extended day field and take pride in our talented staff members who offer a diverse range of skills and knowledge. As a team of professionals, we understand that children do not care how much we know until they know how much we care. At AlphaBEST, we are driven by a set of Core Values that all of us rally behind. These values help guide us day to day and inform everything from the team members we hire to the way we interact with students, parents, and school district partners to the attitude we bring to our programs each day. These values are provided on the following page.

Thank you for selecting AlphaBEST Education, Inc. as a quality educational solution for your child's care. We are here to help and are never more than a phone call away. Please don't hesitate to reach out to us if we can be of any additional assistance.

Best regards,



Judy Nee, CEO

CORE VALUES



WE PUT CHILDREN FIRST. We take seriously our responsibility for influencing and educating thousands of students across the country every single day, arming them with skills they'll use their whole lives.



WE VALUE CONNECTION. AlphaBEST fosters connection: between employees, with our school and district partners, and with the families we serve. We've created an environment that encourages experimentation, collaboration, and teamwork.



WE ARE DRIVEN BY INNOVATION. We not only embrace change – we drive it. By keeping a pulse on the latest educational developments, we implement cutting-edge curriculum that is as fun and engaging as it is innovative and skill building.



WE ARE THE BEST AT WHAT WE DO. Our commitment to continuous improvement allows us to deliver the highest quality of service.



WE LEAD WITH A YES MINDSET. We're committed to extreme customer focus! We challenge ourselves to step outside our comfort zones and to have a can-do attitude.



WE MAKE IT RIGHT. We aren't perfect, but we do aim to respond perfectly. When things don't go as planned, we double down and make sure the situation is handled seamlessly – and that we learn from those missteps and avoid them going forward.



WE HAVE FUN. Our programs are structured to keep engagement front and center by fusing fun with learning in everything we do. We embrace the adage that education is not the filling of a pail, but the lighting of a fire.

Programming Features/Daily Schedule

AlphaBEST Education has developed a unique before and 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 InZONE programming incorporates creative and innovative teaching methods to expand and enrich student learning before and after school.

Designed to complement the regular school day, our extended day program fosters engaging, hands-on learning in a safe, familiar environment...your school!

Program Operating Hours

AlphaBEST operates programs when school is in session Monday through Friday, between the hours of 2:30 to 6:30 PM (6:00 PM in Bryan ISD). When the ISD's approve building usage on school holidays, AlphaBEST operates between 7:00 AM to 6:30 PM (6:00 PM in Bryan ISD).

Daily Schedule

The daily schedule of the program is posted on the parent communication board for review. Programming modules rotate on a daily basis for each group. The students will play outside each day on the school playground. When you registered, you signed a statement approving your child(ren) to play on the playground because most school playgrounds do not meet state licensing standards. Each group will have a different component each day.

AFTER SCHOOL SCHEDULE

	Monday	Tuesday	Wednesday	Thursday	Friday
Block 1	Attendance, Snack & Recreation				
Block 2	Homework Support and/or Brain Games				
Block 3	Technology (STEM)	World Languages	Arts & Entertainment	Fitness & Wellness	Maker Space
Block 4	Extended Days & Special Interest Clubs Current Events and Service Learning				



STEM

Fueled by America’s demand for highly skilled STEM workers, this program includes learning experiences that prepare students to think critically, solve complex problems and drive advancements in science and technology.



Fitness and Wellness

We take a proactive approach to students’ health! Our prevention-driven fitness and wellness program includes game play tactics and web-based support to keep students moving!



Arts and Entertainment

Through interactive plays, stories, and activities, students engage in the fundamentals of drama, storytelling, puppetry and more.



World Languages and Culture

In order to be globally competitive, today’s students need expanded and varied communication skills. Our goal is to promote cultural literacy, acquisition of vocabulary and practical conversation skills through the exploration of culture and language.



Maker: Maker spaces “pop up” in all AlphaBEST schools, once per week. Our Zone instructors are certified in the proper delivery of the learning-through-making philosophies of the original Maker movement founders. Students respond to open-ended challenges and work with materials provided to solve each challenge in their own way.

Homework

The AlphaBEST Homework Zone provides time, space, materials, and support necessary to complete assigned homework each day in a quiet, relaxed atmosphere with limited distractions. Staff rotates through homework stations to provide assistance to students when necessary. Whenever possible, teachers are hired for this role.

Clubs

We put learning in the student’s hands! InZONE Clubs allow students to choose an area of interest and explore it in a less structured approach. Rotated throughout the year, clubs are based on student choice and staff talents.

Registration

A child is considered enrolled and may attend an AlphaBEST program upon the following:

- Online registration is completed.
- A registration fee is received in full.
- Any additional paperwork is received by both the AlphaBEST local office and the program where the child(ren) will attend each day of attendance. If your child has a food allergy, you must submit a food allergy form with a doctor's signature.
- All required child care licensing regulations have been satisfied through completion and receipt of forms, immunization records must be on file at your child(ren) school office. Your child is required to have been examined by a licensed physician. Immunization and medical records must be current and on file with the school. A student that is not permitted to attend school due to insufficient records will not be permitted in an AlphaBEST program.
- The Enrollment Form is signed under the Family Handbook Acknowledgement, and the parent/guardian agrees to abide by the program policies and procedures.

Policies and Procedures

Release of Children

A parent or other pre-authorized person must sign out each child daily prior to program closure. Each child must be escorted in and signed in and out of the program. Anyone picking up a child from an AlphaBEST program must be listed as an authorized adult on the child's enrollment form. To meet licensing requirements, a valid photo ID of each person designated to pick up your child will need to be uploaded to your account. Sign Out occurs electronically on our Parent Portal at your site location. The authorized individual picking up will enter their unique PIN number and select the child(ren) they are picking up. Once selected, the system is time and date stamped, electronically capturing who has picked up the child. For children's protection, AlphaBEST Education only releases a child to the child's parents, guardians or to another authorized person whose identity has been verified through a photo-identification card. PIN's must never be shared and children may never sign themselves out of the program. Any changes to the Enrollment Form must be done in person at the site in the presence of the management.

The AlphaBEST Education 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 are contacted. If the contacts are unavailable by phone, the appropriate state agency and/or the local police authority are 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 is done in accordance with state childcare licensing regulations.

If your child attends a club or after school function prior to coming to the AlphaBEST after school program, it's the responsibility of the school club/function sponsor to ensure that your child arrives in a safe and supervised manner and is checked into our program. Parents will need to fill out a Club Form online to notify AlphaBEST of the start and end dates and times.

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, unless:

- Accommodating the student would require a fundamental alteration of the program; or
- The student poses a direct threat to the health and safety of self or others

AlphaBEST will consider each student 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 a large cafeteria, gym and open playground
- The student's ability to function with a staff to student ratio of 1:13-20
- The student's need for individual supervision
- The student's health care needs

Where appropriate, AlphaBEST will also consult with teachers, school administrators, previous child care 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, senior administrative staff will discuss the recommendation with the student's parent(s) or guardian(s).

This policy is intended to supplement but not replace any state and federal laws applicable to AlphaBEST's programs.

Attendance

AlphaBEST will ensure that each child is signed in and out of the designated AlphaBEST Education, Inc. 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.

Absences

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 should be reported prior to the expected time of attendance to the AlphaBEST local office or program. Remember, tuition fees are due regardless of attendance, including planned parent vacations. Absentees without prior notification may be mistaken for a missing child and result in unnecessary concern and time spent searching for the child. A \$3.00 fee may be applied if prior notice is not given. Please note that the school is not responsible for providing AlphaBEST Education, Inc. with attendance information

Early Dismissal Days

During early dismissal of the school, AlphaBEST will operate when able, based on permission of the school and our ability to have staff for supervision of children. Review your program calendar for plans regarding these days during the school year. At no time will AlphaBEST provide food other than snacks and a drink to children, so please plan for this if any meal is not provided to your child, such as breakfast or lunch.

Weather Closings (Snow Days)

AlphaBEST follows the delay and closing procedures set forth by your school district. In general, when schools are closed due to inclement weather, AlphaBEST will also be closed. Prior to your child starting the AlphaBEST program, you will be notified of the policy specific to your school district. *Tuition remains the same regardless of snow days.

Legal Issues of Custody or Care

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, Inc. personnel shall first notify the local police department, and only then attempt to notify the custodial parent or legal guardian. If parents are not able to resolve disagreements, AlphaBEST may ask them to remove their child from the program.

Neither administrators nor staff of AlphaBEST Education, Inc. 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.

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, the ability of the child to adjust to the program, ability for the program to meet the child's needs or non-payment without notice during the program. Withdrawals may be completed online at any time in the EZ Child Track Parent Portal.

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. Like staff and students, 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.

All AlphaBEST staff must stop or prevent unknown individuals from entering the building or walking around the school. If an employee encounters someone that does not have a school or visitor badge, they must escort that person directly to the school office or make them walk outside of the building to the front of the school and sign in as a visitor. It is important to note that in certain states, we are required by licensing to have a visitor log, which keeps a record of visitors to our program. The visitations recorded on this log must be prearranged or preapproved. The only exceptions are AlphaBEST administrative staff, school district staff, or a licensing specialist. Visitors that are on school business, and encounter our staff or students, are required to sign the visitors log prior to entering the program. 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.

Personal Belongings

AlphaBEST provides all materials and curriculum during the program and requests that all other personal property of children not be brought into the program. We are not responsible for the loss or destruction of any personal property brought into the program by your child. All cell phones, electronic game devices, and toys should be left at home or in your child's backpack during AlphaBEST. We are not responsible or liable for the theft, loss or breakage of any item of this type.

Children's personal property (e.g., coats, clothing, school bags, etc.) must be removed from the AlphaBEST Education, Inc. room after each session of the program. Any personal property that remains after the AlphaBEST Education, Inc. program ends will be taken to the school's designated location for lost and found items.

Dress Policy

Children should wear appropriate clothing that complies with the school's dress code. Weather permitting, a minimum of 30 minutes of daily outside activity is required by state regulations for

all children. Please send seasonally appropriate outerwear (hats and mittens are necessities in the winter) labeled with your child's first and last name. If your child is not allowed to go outside due to medical reasons, please send a doctor's note and arrangements will be made for him/her to remain inside. Since part of our program does involve physical fitness, we require children to have closed-toe or athletic shoes.

Snacks

The snack served during the before and after school sessions meet the USDA meal pattern requirements. Children will not be allowed access to soda or snack machines. Please do not send money with your children for items from these machines. If desired, you may provide a snack for your child.

If special foods are required due to dietary restrictions, you are responsible for providing those foods. Foods brought from home must be in compliance with the USDA meal pattern requirements. "Fast food" is not permitted at AlphaBEST.

Parent Involvement

We encourage parents' attendance at talent shows, holiday dinners, and other special events in addition to their regular visits during hours of operation. You are entitled to contact the Director of Operations regarding questions or concerns about the policies and procedures of AlphaBEST Education after school programs: Denise DeBaugh 972-668-0640 or ddebaugh@alphabest.org

You are entitled to visit the program at any time during our hours of operation to observe your student, program activities and operation of the program without prior approval. On three or more occasions you will be asked to complete a background check with Texas Department of Family and Protective Services.

You may review a copy of the Minimum Standards and the most recent Licensing inspection report. These are located in our licensing binder at the parent table. You can also access them through the DFPS website listed below.

Texas law requires caregivers to report suspected child abuse or neglect to the Texas Department of Family and Protective Services or law enforcement. Call **1-800-252-5400** to make confidential reports. Failure to report suspected abuse or neglect is a crime. Employers are prohibited from retaliating against caregivers who make reports in good faith.

You may contact the local Licensing office, DFPS child abuse hotline, and the DFPS website at the following:

www.dfps.state.tx.us

(800) 582-6036	Dallas County 8700 N. Stemmons Fwy, Dallas TX 75247
(469) 469-6900x6901	East Frisco ISD, Prosper ISD, and Wylie ISD- Collin County TDFPS 550 E. 15 th Street, STE 120, Plano TX 75074
(940) 381-3447	Aubrey ISD, Celina, ISD, West Frisco ISD, Lake Dallas ISD, Little Elm ISD, and Prosper ISD -Denton County TDFPS 535 S. Loop 288, STE 2001, Denton TX 76205
(512) 834-3426	Bryan ISD -Brazos County TDFPS Office 3000 E. Villa Maria, Bryan TX 77803
(817) 321-8000	Northwest ISD -Tarrant County TDFPS Office 1501 Circle Drive, STE 310, Fort Worth TX 76119

Volunteers and Chaperones

Parents and other individuals may participate with their children in a variety of activities. In order to volunteer in an AlphaBEST program, you will be subject to AlphaBEST background procedures and must comply with a state-required background check. This may include a drug screen, criminal background, and FBI check. You will also need to complete a volunteer application and sign a liability waiver. A chaperone must be a parent or legal guardian of a student participating in the program event. Children that are not enrolled in the program may not come with a volunteer or chaperone. Volunteers or chaperones are not a substitute for staff and must always be supervised when working with students.

Volunteers and chaperones must:

- Maintain strict confidentiality of student information.
- NOT discipline students.
- Report discipline problems to the teacher.
- Always be supervised when working with students.
- Follow all AlphaBEST policies and procedures and any directions received from a staff member.

Punch Pass

The AlphaBEST Punch Pass offers the convenience of quality care based on your family's needs and schedule.

- A punch pass can only be used for the current school year. Any remaining days will be forfeited on the last day of school and cannot be carried over to the following school year.
- Two punch passes per child per semester can be purchased in a school year.
- A punch passes can only be used (before or after school), if there is space in our program, on regular school days only.
- A punch pass cannot be used for early dismissal days or full day/week of care.
- A punch passes cannot be used in place of a two-week notice.

- ☑ Parents must call the site to check availability before arriving at the program. If the site is at capacity, the Site Director has the right to turn away the family.
- ☑ No discounts will be applied to a punch pass.

Safety and Licensing

Illness/Incident/Accident

If your 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 to not bring a child to the morning program if the child has an oral temperature of 100 degrees or greater, a contagious disease or suffers from diarrhea or vomiting. Parents are notified to immediately remove their child from the program in case of illness including the above mentioned.

In case of incident/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, strep or any other communicable disease. Proof of treatment or approval by a physician may be required for a child diagnosed with a communicable illness.

AlphaBEST considers safety for all children the first priority. Should an incident/accident occur, the parent/guardian should expect to receive a written report from the program. In addition, if the incident/accident requires medical attention, it will be reported to the state childcare licensing agency or appropriate government agency as required by law.

Insurance

AlphaBEST Education secures supplementary insurance coverage to families for injuries that occur during the program. Our insurance policy is able to alleviate some of the burden off of the parent in the event of an incident. Parents may contact Alphabest at info@alphabest.org to request documentation to submit a claim. Insurance claim forms must be submitted to our supplemental insurance company and a copy must be forwarded to our benefits administrator (dbobbitt@alphabest.org) within 90 days of the date of the incident. All claims will be processed and paid by the insurance company if a payment is due.

Medication Policy

AlphaBEST Education, Inc. would prefer 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, Inc. dispense medication. AlphaBEST Education, Inc. 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.), please be sure that the AlphaBEST staff is aware and properly educated should a problem occur. Please also make sure that all required medication (such as epi-pen or inhaler) is provided to the program and the medication release forms have been completed. The medication must be provided in the original container accompanied by a 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 staff at any time.

No over the counter medications, sunscreen, or bug spray will be administered. Please apply sunscreen and/or bug screen prior to dropping your child off. All medications are kept by your Site Manager. No medications are kept or administered by children or zone leaders.
**Exceptions are children who are approved for self-administration by your physician.

Each medication must be properly labeled. **Pharmacy labels are required for all prescriptions.** You can request your pharmacist to place each prescription medication into two (2) labeled containers: one for AlphaBEST and one for home use.

Medications are to be turned into the AlphaBEST Site Manager staff along with the Medication Permission Authorization forms. **The forms must be completed and must include a parent/guardian signature.** Medications will not be administered without a completed form.

All medications and Medication Permission Authorization forms are to be turned in prior to the start of the program. **Medications and forms are to be handed in together. Neither medications nor forms will be accepted separately.**

Child Protection

Federal and state laws require that AlphaBEST Education, Inc. 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.

Emergency Plans

Each school has an individualized fire, severe weather, evacuation, relocation, and lock down procedure. Those procedures can be discussed with the Site Director and are available for review in the programs licensing binder located at the parent information table.

Licensing Regulations Requirements

AlphaBEST Education, Inc. operates programs in various states. Licensing requirements in each state will supersede any and all information not listed in the parent handbook. Additional information, other than the Enrollment Form, is required by your state in order to enroll your child(ren) and attend the program. Ensure that each of the forms included in your registration packet have been submitted to AlphaBEST during enrollment and prior to attendance. AlphaBEST does not require our staff to provide immunization records. We desire to have a ratio of 1 adult to 18 children with a minimum of 2 staff members.

Discipline Policy and Procedure

AlphaBEST seeks to provide an environment conducive to positive child growth and development. Parents will be notified in writing of any major infractions on the **Behavior Report** form. Three such incidents (documented on the Behavior Report form) may result in removal from the extended day program. Should AlphaBEST deem any behavior harmful to any child or adult, immediate notification will be given to the parent/guardian for temporary suspension and or permanent expulsion based on the severity of the behavior.

The following behaviors are prohibited and are considered grounds for suspension or termination of services:

- Abusive/Threatening/Inappropriate/Profane Language
- Physical Aggression/Fighting/Encouraging Others to Fight
- Harassment (physical or verbal)
- Possession of Illegal Substances/Drugs/Tobacco/Alcohol/Weapons
- Property Destruction/Vandalism
- Theft
- Bullying
- Inappropriate Touching
- Running Away from Staff
- Leaving Designated Area Without Permission
- Chronic Defiance
- Chronic Disruption
- Chronic Non-Compliance

AlphaBEST reserves the right to immediately suspend or terminate a child based on the severity of the offense. There are no refunds for suspension or termination due to unacceptable behavior.

AlphaBEST Disciplinary Procedure

First Incident: Child is given a verbal warning, and the incident is documented on the Behavior Report Form. The parent is notified, given a copy of the Incident Form, and informed of the discipline policy.

Second Incident: Child will receive a verbal warning and a second Behavior Report Form is completed and given to the parent. Parents are informed of the discipline policy. The child is suspended for 2-5 days.

Third Incident: A third Behavior Report Form is completed and given to the parent. The parent is required to meet with the AlphaBEST management team to discuss further action. Further action may include short or long-term suspension or termination of AlphaBEST services as determined by the AlphaBEST management team.

Behavior Management

We reinforce school policies and procedures during AlphaBEST. Our Positive Behavior Supports Program (PBS) is a company-wide system of support that includes proactive strategies for defining, teaching and supporting appropriate student behaviors. The goal of (PBS) is to establish a positive culture at each site between the staff and students. Our 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 more challenging behaviors.

Communication

Communication Protocols

AlphaBEST Education recognizes the importance of creating and maintaining effective channels of communication. To provide important information to our families in a timely manner, we utilize the following communications tools:

- AlphaBEST Website: <https://www.alphabest.org/my-alphabest/>
- Info@alphabest.org for questions via email
- Parent Newsletters
- Communication Board at Sign-Out
- Phone Tree
- Email
- Daily INZONE Programming Schedule (updated each week)

The Site Manager is the first contact regarding...

- Student safety, emergencies and/or other student issues
- Conference requests
- Questions about student behavior
- Questions about specific activities related to the program
- Notice of withdrawal
- Change in programming/contract
- Absences
- Late Pick Up

The Area Manager will be contacted for information and assistance regarding...

- 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

The Regional Office or Director should be contacted for information regarding...

- Unresolved issues after Area manager contact
- Unresolved security or safety related to school, program or student
- Feedback and/or suggestions about program-wide issues
- Concerns with overall billing and registration

The Regional Corporate Office Support Center should be contacted for information and assistance regarding...

- Unresolved site issues

The AlphaBEST Management Team utilizes the following Notification Protocol...

The School Principal/Building Administrator is notified when:

- A Child Abuse and Neglect Report is Filed
- Severe Behavior Incident, Accident or Parent Concern
- Facility Concerns that involve Licensing

The District Liaison is notified when:

- There is a recommended change in policies
- There is a change in Management staff
- There is an unresolved issue at a school site

Tuition and Fees

Registration

A non-refundable registration fee is due at the beginning of each school year your child is enrolled in the program. Your child may start attending AlphaBEST after enrollment is completed. You are responsible for paying the entire week's tuition regardless of what day of the week he/she starts attending. If you dis-enroll for any reason during the program, you will be charged a re-registration charge to enroll in the program again. Families with an outstanding balance from the previous school year will not be able to register for the new school year until their account balance is paid in full. If your AlphaBEST services were terminated during the school year, it will be at the discretion of AlphaBEST as to whether you can register for the new school year.

Collection of Funds/Fees

Billing

- Weekly a tuition rates are determined based on the full academic calendar year and are divided into 40 equal payments, beginning the first week of school.
- Tuition is due on Monday, or the first-day school is in session for the week.
- Tuition remains due regardless of student attendance. Days missed due to illness, vacation, or suspension will NOT be discounted.
- Tuition remains the same regardless of snow days, half days, holiday, and partial months.
- Fees will not be adjusted or refunded for absences, early pick-ups, canceled field trips, unanticipated calendar changes or closings due to weather conditions, energy problems, or other emergency situations.

Payments

- Payments can be made weekly, biweekly or monthly (in advance of the current month) by credit/debit card or bank draft.
- All payments are made online.
- Money orders can be used for payment at the site. Credit cards and checks will not be accepted at the site. Please login to your Parent Portal to make a payment.
- AlphaBEST offers the convenience of tuition auto-draft for families.
- Late payment procedures include the following:
 - Reminder letter is sent the following day after billing.
 - Late fees will be applied on Thursday.
 - If payment is past due for two weeks, you will lose your child's space in the program and will be sent to collections.
 - Inactive accounts are subject to a re-registration fee.

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. Withdrawals may be completed online at any time in the EZ Child Track Parent Portal.

AlphaBEST Education **does provide** itemized statements for IRS tax purposes. Parents can print out their statement online in the EZChildTrack portal via their log in or fill out a tax statement request on the AlphaBEST Education website (www.alphabest.org).

Insufficient Funds (NSF)

A \$25 fee will be charged for any payment that is returned unpaid by your bank or credit/debit card company for any reason. This fee will be the maximum allowable fee in accordance with the state of enrollment and attendance. This fee will be added to the balance due.

Late Pick-up Fee

We will work with all families in order to facilitate their needs and understand that, on occasion, families may arrive at the program late due to unforeseen delays. We understand and appreciate your call before closing to let us know. In the event of late pickup, fees will be as follows:

- \$15.00 (1-15 minutes), \$30.00 (16-30 minutes), \$1/each additional minute per family

While we understand that this does occur, this becomes an issue when families take advantage and consistently pick up late. Three or more incidents may result in termination. We ask that all parents have an authorized “back-up” person to pick your child up on time. Please speak to your Site Manager to add any authorized pick-ups to your child’s file.

Contract Change Fee

Per the Family Contract, a 2 (two) week written notice must be given for any and all changes to your child(ren)’s schedule. You are able to do this twice without charge, but on the third time a change is made, a \$25.00 Change Fee will be assessed.

Discounts

- Only **ONE** discount will be given per family.
- Discounts only apply to **FULL-TIME** 5-day enrollments.
- Punch Passes can only be used on regular school days – before and after – not early dismissal days or full day/week care.
- Discounts can not be applied to punch passes.
- Proof of discount eligibility, such as military ID badge or School District ID badge, is due at time of registration. Once proof of eligibility has been provided, discounts will begin on the next billing cycle.
- Only the sibling discount can be applied to Alternate Care and Holiday Camp days. No other discounts will be provided.



Site Specific Operation Information

Site Name	
Site Manager	
Site Phone Number	
Site Address	
Days of Operation	
Hours of Operation	
Area Manager	

TAX IDENTIFICATION NUMBER: 20-2042559

AlphaBEST Education Inc.
5980 Kinney Road
Lewisville, NC 27023
<http://www.alphabest.org>
(866) 300 - 7750

Parent's Pledge of Understanding

Child's Name: _____ Enrollment Date: _____

Child's Physical Address: _____

Street

City

State

Zip

- I understand that all forms must be completed and on file at the site before my child can attend.
- I understand that I or another pre-authorized person must sign out each child daily. Each child must be escorted in and signed in and out of the program (a pre-authorized person is the parent/guardian or people identified as authorized pick-ups on the enrollment form)
- I understand that my child will not be able to leave the program with an unauthorized person. (Legal documentation must be provided to AlphaBEST regarding any custodial evidence or authority limitations of either parent. Without legal documentation, either parent will be allowed full access to the child during program operation).
- I understand that medication will not be administered without completion of the required forms.
- I understand that tuition is due each Monday by 6:00 pm for current week of services of the program as long as the child(ren) is (are) enrolled in the program.
- I understand that tuition is calculated based on a full academic year and divided into equal weekly payments.
- I understand that tuition is due regardless of attendance, including absences to the regular school day and due to holidays.
- I understand a late fee of \$15 will be assessed if payment is not received by Wednesday.
- I understand the late pick-up fee policy.
- I understand a two week written notice must be given for any and all changes to my child's schedule.
- I understand I must notify the Site Manager if any information on the enrollment form changes.
- I understand the discipline and guidance policy.
- I understand that Federal and state laws require/mandate AlphaBEST Education, Inc. employees to report suspected cases of child abuse or neglect.
- I understand that I must notify the site, in advance, if my school-age child will not be attending after-school care.
- I understand that the Site Manager will notify me whenever my child becomes ill. I agree to pick-up my child or make arrangements to have my child picked up by an authorized individual within one hour of notification.
- I understand that my child cannot attend the school if he/she has any illness that threatens the health of other children. I understand that Health Department regulations concerning periods of infection will be enforced. I understand that my child must be fever and symptom-free for 24 hours before returning to school after an illness. I also understand that prescription medication must be administered to my child at home for 24 hours before he or she can return to school.
- I understand that I am required to inform the site within 24 hours or the next business day if my child or any member of my immediate household has developed any reportable communicable disease, as defined by the State Board of Health, except for life-threatening diseases which must be reported immediately.

Mother/Guardian Signature _____ Date _____

Father/Guardian Signature _____ Date _____