



When School's Out ★ We're On

Family Handbook

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



Prince William County
PUBLIC SCHOOLS
Providing A World-Class Education



Family Handbook

Site Specific Operation Information

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

TAX IDENTIFICATION NUMBER: 20-2042559

Prince William County Schools (PWCS)

School Age Child Care Program (SACC)

Please keep this handbook for reference while your child is in SACC. Updates will be sent as they occur.

The mission is to enhance the economic stability of Prince William County School families by offering affordable, high-quality, developmentally appropriate before and after school care at County elementary schools.

The Prince William County Schools (PWCS) sponsors the School Age Child Care (SACC) program at Elementary Schools in Prince William County. The program offers adult-supervised, high-quality, affordable before and after school care. The School Age Child Care program, a self-supporting division within the Office of Student Services, awards contracts to private child-care providers for the operation of the program. It provides a safe and familiar setting, which meets the needs of our SACC families.

IMPORTANT TELEPHONE NUMBERS

AlphaBEST Office Phone:	703.334.1272
AlphaBEST Fax:	703.552.2926
School Age Child Care (SACC) Office:	703.791.8844
SACC Fax:	703.791.8601
SACC Web site:	PWCS SACC
SACC Email Address:	PWCSSACC@pwcs.edu
AlphaBEST Web site:	www.alphabest.org/pwc
AlphaBEST Email Address:	princewilliam@alphabest.org
AlphaBEST Office Address:	3421 Commission Ct. Suite 100 Hedges Run Office Park Woodbridge, Virginia 22192
Northern Virginia Regional Licensing Office:	540.347.6345

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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 four 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.

Features and Benefits

AlphaBEST Education has developed a unique extended day 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!

EXTRACURRICULAR ACTIVITIES

AlphaBEST students, with permission, may also attend in-school, extra-curricular activities. In order for children to leave AlphaBEST and attend an activity, parents **MUST** notify their site director in writing **IN ADVANCE**. Children must report to AlphaBEST before going to their extracurricular activity and a responsible adult who has been listed on your child's registration form must sign them out and back into AlphaBEST.

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. Each group will have a different component each day.

HOMEWORK COMPONENT

Students are provided with quiet time to work on homework with assistance from a PWCS certified teacher. Homework time is divided into two one-half hour sessions serving grades K-2 and 3-5.

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. Each group will have a different component each day. A sample schedule and module descriptions of all programming offered this school year is provided below.

Sample Extended Day Schedules:

BEFORE SCHOOL SCHEDULE

	Monday	Tuesday	Wednesday	Thursday	Friday
Block 1	Clubs, Homework Support & Reading				
Block 2	Fitness & Wellness	Character Education	Fitness & Wellness	Character Education	Fitness & Wellness

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				

Sample NEXT GENERATION Middle School Program Schedule:

NEXT GENERATION 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)	Social Action	Arts & Entertainment	Fitness & Wellness	Maker Space
Block 4	Extended Days & Special Interest Clubs Current Events and Service Learning				

PROGRAMMING



AlphaBEST Education's **InZone program** provides all students the opportunity to participate in activities offered in **five learning zones**, in addition to homework and club time:



Technology Arts

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.

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.

Homework

Students are provided with quiet time to work on homework with assistance from a PWCS certified teacher. Homework time is divided into two one-half hour sessions serving grades K-2 and 3-5.

Program Operating Hours

During the regular school year, the SACC programs begin at 6:00 a.m. on all instructional school days and teacher workdays, unless weather prohibits opening (see inclement weather section) or it is a school holiday. Children may enroll in the **Before School Only (B)**, **After School Only (A)**, or **Before and After (BA)** programs.

Before School Only Program (B): The Before School Program is set up so children may choose from playing quiet games, completing their homework, reading, talking with friends, or working on simple art projects. Breakfast is served by the school cafeteria staff approximately 30 minutes before school begins. A copy of the breakfast menu is posted at each site for your convenience. The program is offered Monday through Friday, 6:00 a.m. until regularly scheduled school opening. Care is available on full-day teacher workdays, at no additional cost, but no afternoon care is available on half-day elementary parent-teacher conference days for children enrolled in Before School Program only.

After School Only Program (A): The children come directly to the SACC room at school dismissal and attendance is taken. It is important that your children have outside (weather permitting) time for strenuous physical or large muscle play when they first reach SACC since they have not had the opportunity to burn off energy earlier. Then, the children have an opportunity to visit with friends, while eating their afternoon snack. Between 4:30 p.m. and 5:30 p.m., each program has 30-minutes of quiet time for homework or reading each afternoon except Friday. This program is offered Monday through Friday; from regularly scheduled school dismissal until 6:30 p.m. Care is available on full-day teacher workdays and half-day elementary parent-teacher conference days, at no additional cost.

Before and After School Program (BA): Monday through Friday, 6:00 a.m. until regularly scheduled school opening AND Monday through Friday afternoons from regularly scheduled school dismissal until 6:30 p.m. This option is available to kindergarten and first through fifth grade students. Care is available on full-day teacher workdays and half-day elementary parent-teacher conference days, at no additional cost.

CHANGES IN DAILY SCHEDULE

Teacher Workdays: All currently enrolled SACC students may attend full-day SACC on teacher workdays. *There are no additional fees for care on teacher workdays.* The 6:00 a.m. to 6:30 p.m. program includes breakfast, lunch, and snack. Some SACC programs will be combined and parents will bring their children to and pick them up from the host school. A field trip or special event may also be planned for these days. Please check your parent bulletin board for information.

Half –Day Elementary Parent Teacher Conference Days: When school is dismissed early on half-day elementary parent-teacher conference days, SACC is open from early dismissal until 6:30 p.m. All currently enrolled After School and Before/After SACC students may attend afternoon SACC on those days. Before School only students may not attend afternoon SACC. *There are no additional fees for these children on parent-teacher conference days.*

School Holidays: SACC is not open on school holidays. During the school year, PWCS observes various holidays. Please check your school calendar for the holiday schedule and closing. *There will be no adjustments to weekly tuition due to observance of school holidays.*

Winter Break/Spring Break Camps: SACC will run winter break and spring break camps at selected locations. Enrollment in the winter and spring camps is available to all children currently attending PWCS. If your child is not currently enrolled in the school year SACC program, a registration fee is required, and a copy of your child's physical and immunization records must accompany the application.

Online registration is available for winter camp in late fall and for the spring camp in late winter. Online registration must be completed and submitted with the appropriate fees for processing. Sites will be closed on Christmas Day and New Year's Day.

INCLEMENT WEATHER AND FEES

AlphaBEST follows the delay and closing procedures set forth by Prince William School. In general, when schools are closed due to inclement weather, AlphaBEST will also be closed.

Inclement Weather Plan: This plan is included in the registration process. Please fill out the form online, print it and hand into the Site director on the first day, or you may email it to princewilliam@alphabest.org. Inclement Weather Plan forms can also be found on the Parent table at your SACC site. On this form, parents will indicate how their child will leave the school at dismissal. Options may include having children ride the bus or walk home. Going to SACC will not be an option for children. If schools close early, **SACC will not open**. School personnel will follow the plan as chosen on this plan.

Emergency Dismissal: If the Superintendent of Schools closes schools early due to inclement weather or other emergencies, **the SACC program is closed**. Parents will be notified by the school snow tree, and their inclement weather instructions will determine where their child is to go.

If the Superintendent of Schools cancels all extended day and/or evening activities due to weather or other emergencies, **the SACC program will close at 5:00 p.m.** The Inclement Weather plans **will not** be used. Late fees will begin to be charged at 5:00 p.m.

Delayed Opening: SACC will follow the same protocol as PWCS regarding delayed opening. If PWCS has a two-hour delay, SACC will open on a two-hour delay. All currently enrolled SACC students may attend delayed opening care. If the delayed opening designation changes to **school is closed**; the SACC program must close. Parents must come immediately to pick up their children.

School is Closed, SACC is Closed: SACC is closed when school is closed Code Red or Green (weather or other emergency necessitating the complete closing of schools). If school is closed three or more days in a Monday – Friday week due to bad weather or another emergency, weekly tuition will be adjusted. Fees will be posted at the sites. Tuition is prorated the following week, and discounts are not applied.

NOTE: It is the parent's responsibility to be aware of inclement weather situations. Please listen to the radio or television for weather updates and changes in school dismissal times.

COMMUNICATION FOR EMERGENCIES

Parents may sign up to receive emailed alerts from PWCS at <https://pwcsalerts.bbportal.com>. AlphaBEST Education will use a ROBO-Call or EMAIL service to communicate emergency alerts, so please be sure we have your most up-to-date email and emergency contact number on file.

Registration & Enrollment

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

- ☑ Online registration is completed in full through EZ Child Track.
- ☑ A registration fee is received at the time of registration.
- ☑ Additional paperwork may be required. Paperwork must be submitted prior to the child's first day of attendance.
- ☑ All required child care licensing regulations have been satisfied through completion and receipt of forms, immunizations or other requirement in accordance with the state of enrollment/attendance.
- ☑ The Enrollment Form is signed under the Family Handbook Acknowledgement and the parent/guardian agrees to abide by the program policies and procedures.

Enrollment and current fee information are provided on the AlphaBEST Education and PWCS website. You may register online at any full-service library, the Kelly Leadership Center kiosk, or the AlphaBEST Education office. Links to the online registration are on the AlphaBEST Education website www.alphabest.org or the SACC website [PWCS SACC](#). Enrollment is done annually and is on a first-come, first-served basis.

Enrollment Changes: Your children are enrolled for a specific slot each week. Our student management system allows families to make changes to your child's program schedule online. In order to allow staff to allocate based on scheduled attendance, AlphaBEST requires families to make schedule changes no less than 10 days in advance. Should schedule changes be made within 10 days, a \$25 fee will apply. The site staff cannot make enrollment changes. All changes must be initiated, approved, and completed through the AlphaBEST Education office before a change is made at the site. You will be notified if space is not available.

Enrollment Withdrawal: If you wish to withdraw your children from the program, you must give the AlphaBEST Education office two weeks written notice. Withdrawals may be completed online at any time in the EZ Child Track Parent Portal. If either or both of the withdrawal weeks fall during a vacation or vacation camp, those weeks may not be used as your withdrawal weeks. The withdrawal notice will begin when the child returns to regular school year SACC. If your child leaves the program for any reason, you must repeat the online registration process for re-admittance to the program, including payment of registration fees. Please submit your written withdrawal request to the AlphaBEST Education office by fax or email before the close of business the Friday two weeks prior to the withdrawal date. The withdrawal is effective two weeks from the day of the week it is received by SACC, and the Friday of that week will be the child's last day of attendance. If you are withdrawing because of a problem with the program or staff, please call your AlphaBEST Education Area Manager at 703-334-1272 to discuss your concerns.

Applying for School Year: Re-enrollment for the upcoming school year SACC program begins in the spring.

To reserve a place for your child, the online registration must be fully completed and the registration fees paid online or brought to the AlphaBEST office in the form of a money order. Only the AlphaBEST Office can process online registrations.

The enrollment period for children to start the first day of school ends approximately ten days before Labor Day. The exact dates are listed online. Children registering after this date may begin the second week of school. Although enrollment continues throughout the year, many schools will be enrolled to capacity in June or July.

Applying for Summer SACC: Enrollment for the SACC summer program begins in early spring. Online registration is available to current SACC families one week before it is available to the general public. Registrations need to be completed and submitted online with the registration fee paid.

School Year Camps: Enrollment in the winter, spring, and summer camps is available to all children currently attending PWCS. If your child is not currently enrolled in the school year SACC program, a registration fee is required, and a copy of your child's physical and immunization records must be faxed to the AlphaBEST office once the online registration is complete.

TERMINATION OF SERVICES

Children will be dropped from the SACC program for the following reasons:

- Children consistently use inappropriate language, act out physically, or regularly disrupt activities.
- Children willfully participate in the destruction of SACC or school property.
- Children who have been absent for more than two weeks without notice.

Children will also be dropped from the program:

- The week of services for which payment is not received.
- If their parents, frequently pick up their children after 6:30 p.m. (three times in two months).
- If their parents, behave in an inappropriate manner toward SACC staff or children.

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. If you dis-enroll for any reason during the year, you will be charged a re-registration charge to enroll in the program again. This fee is non-refundable and non-transferrable. 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

- Tuition is due on Monday or the first-day school is in session for the week.
- Tuition remains due regardless of student attendance.
- Late fees will be applied on Thursday.
- Weekly rates are not prorated. Regardless of what day of the week your child starts SACC, payment is due for the entire week.



Payments

- All payments are made online.
- Payments can be made weekly, biweekly or monthly (in advance of the current month) by credit/debit card or bank draft.
- 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.
 - Service will not be rendered without tuition and fees paid in full after the 48 hours.
 - Notice of intent to terminate services will be sent at the end of the school week.
 - All non-payments and fees will be sent to collection.
 - A \$15.00 late fee is charged for all tuition payments not received by close of business Tuesday and will continue to accrue weekly until your account is current.
 - A reduced rate of tuition is available for children who receive free or reduced price lunch at school. In order to receive the reduced rate, you must provide the AlphaBEST Education office with a copy of your current eligibility letter from the PWCS Food & Nutrition Services. Eligibility must be updated on an annual basis; therefore, you must reapply and send us a copy of the new letter each year. The reduced child care rate cannot be offered until this documentation is received from you. If you have misplaced your letter, please call Food & Nutrition Services and request a replacement copy of your participation in the free or reduced lunch program. Reduced tuition will begin the Monday after AlphaBEST Education receives confirmation of eligibility; tuition is not retroactive.

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 fill out a tax statement request on the AlphaBEST Education website (www.alphabest.org/region/prince-william-county-schools/#tax-statement).

Tuition Adjustments

Tuition is due weekly. If SACC is closed three (3) or more days in a Monday-Friday week due to inclement weather, the tuition will be adjusted. Current fees are listed online. Tuition discounts are available to parents who are paying tuition for two or more children. Tuition fees may be revised annually.

Tuition Financial Assistance

- Financial assistance is available to families receiving free and reduced lunch. Information for financial assistance eligibility can be obtained by calling the AlphaBEST office at 703-334-1272.

Discounts

- Only **ONE** discount will be given per family.
- Prince William School employees receive a 20% discount
- Active Military families receive a 15% discount

Next Generation/Middle School Only: Punch Passes can only be used on regular school day – not early dismissal days.

Insufficient Funds (NSF): A \$25.00 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 to the program late. We understand and appreciate your call before closing to let us know. In this case, a late pickup fee of \$1.00 per minute per child will be charged any time that a parent/guardian or other authorized person does not sign a child out of the program by the close of the after school program.

While we understand that this does occur, this becomes an issue when families take advantage and consistently pick-up late. Three or more incidents within a 60-day period 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 Director to add any authorized pick-ups to your child’s file.

Witness Fees: Payment of the following minimum fees is required for all civil subpoena, court order, and warrant requests. Each time we are called as witnesses in a civil case, it is understood that we are being called as professionals. If either parent/guardian subpoenas a staff member as a witness, that parent will be required to pay a fee of \$250.00 per appearance per employee. This helps to defer the cost of compliance to AlphaBEST Education, such as the expense of additional staff needed at the site and salary for the employee being called to court. Cancellation must be reported to the AlphaBEST office in writing by the issuing party and received no later than 1 business day prior to the scheduled court appearance in order to qualify for a refund of the appearance fee. In addition, AlphaBEST Education reserves the right to charge a document retrieval fee of \$0.25 per page for all copies of children’s records or files.

Schedule Change Fee: Our student management system allows families to make changes to your child's program schedule online. In order to allow staff to allocate based on scheduled attendance, AlphaBEST requires families to make schedule changes no less than 10 days in advance. Should schedule changes be made within 10 days, a \$25 fee will apply.

Operations, Licensing and Safety

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. SACC will serve all students eligible for its program if space is available, including students with special needs, 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 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.
- ☑ Children who pose a *direct threat* – a substantial risk of serious harm to the health and safety of themselves or to others – will not be permitted to remain in the program. Senior Administrative Staff will make this decision only after a consultation with site director, staff and parents have taken place.

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

Serving Students with Special Needs: SACC will consider each student with a special need individually to determine if it can serve that student. SACC 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, SACC 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 SACC representative to observe the student. At the conclusion of the consultations, the SACC 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. Withdrawals may be completed online at any time in the EZ Child Track Parent Portal.

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 must be done through the Prince William Corporate Office.

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.

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. Sign Out occurs via the pick up log on the Parent Table. 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. Any changes to the Enrollment Form must be done through the Prince William Corporate Office.

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.

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.

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 (§ 63.2-1813 of the Code of Virginia).

Before School: Students must be escorted into the SACC room by you or a responsible person. You will electronically check your child(ren) in daily. Please be sure that the SACC staff knows that your children have arrived. Please take a few minutes to check the parent information board for announcements.

After School: Your children should **GO DIRECTLY TO THE SACC ROOM**. Attendance will be taken immediately as children enter the SACC room.

Absences: 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. Please note that the school is not responsible for providing AlphaBEST Education with attendance information

Missing Child(ren): Your children's safety is very important. When children are inexplicably absent from SACC, the site staff will contact the principal or other school officials to verify absences or early releases from school. If your child(ren) attended school, staff will call you, your spouse, and/or your emergency back-up person if your child(ren) do not report to afternoon SACC. This can be avoided if you call your SACC site each time your children will be absent from SACC. If the staff members determine a child is missing, the police will be contacted.

ACCIDENTS / ILLNESS

If a child is unable to attend school during the day, he or she should also not attend the AlphaBEST SACC 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 the 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, 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.

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

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

Medication Policy: In the best interests of the children, parents should make every attempt to administer all necessary medication at home. The PWCS SACC program follows the standards for administering medications outlined in the Virginia Standards for Licensed Centers, 22 VAC 15-30-580 and 15-30-585. As a courtesy to parents, when it becomes necessary to have medication administered at the center, an on-duty AlphaBEST Education staff member, who is certified to do so by the Commonwealth of Virginia, will administer the medication.

When medication is administered, the following policies apply:

- All medication, prescribed or over-the-counter, can only be administered after the parent's submission of the appropriate authorization forms. Parents should fill out the release form completely indicating dosage, time(s) to be administered, and duration of the medication.
- The dosage for nonprescription medication must be appropriate for the child's age. If a nonprescription medication states that a doctor must be consulted to determine the dosage for a child, a doctor's prescription shall be required.
- All medication administered to the children by AlphaBEST staff must be in its original container with the prescription label or direction label attached. The label on each type of medicine must list the child's name, dosage, and what times it is to be given. The expiration date on the medication must be current.
- 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.
- When an authorization for medication expires, the parent shall be notified that the medication needs to be picked up within 14 days or the parent must renew the authorization. Likewise, parents will be asked to pick up expired medications within 14 days. Staff will dispose of any medications not picked up by the parent within those 14 days.

Short-Term Medications: Children who will be taking medication for a short time will be required to have a medication form on file before medication is dispensed. Medication will only be administered for as long as the authorization allows which is not to exceed 10 working days.

Long-Term/Emergency Medications: 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. Emergency medication for a federally protected disabling condition must be accompanied by Medication Authorization form signed by a parent and the doctor.

Over-the-counter skin products (i.e. sunscreen, insect repellent) will be administered in the program in accordance with the manufacturer’s instructions. These products must be in the original container labeled with the child’s name and be accompanied by the parent’s written authorization noting any known adverse reactions. Staff members will assist in the application of these products. Please provide lotion – No aerosol sprays.

Please ask your site director if there are additional requirements with which you must comply. All medications must be transferred from parents to SACC staff. The medications will be kept **in a locked container** at the site. Children may not keep medication in their personal possession.

AlphaBEST Education will follow the procedures regarding dispensing of medication in accordance with state child care regulations. Medication forms/authorization will be needed for any medication given on site. These forms may be found online at www.alphabest.org/pwc.

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 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 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 medication may be administered without completion of the required forms.

Insurance: AlphaBEST Education provides liability insurance coverage required by state licensing regulations.

EXCESS DAMAGE

We take pride in offering an active learning environment and normal wear and tear on materials is expected in busy hands. On the contrary, where damage to AlphaBEST Education or PWCS property is caused through willful destruction, undue carelessness, or disregard for rules, it is our policy to inform parents of this and seek their cooperation in overcoming the problem. Individual circumstance will determine the action taken. The Director shall determine the reasonable cost of repairing or replacing property damaged by the student.

FOOD

The breakfast served in the Before School session is prepared by the Food Services Department of PWCS about 30 minutes before the school day begins.

The snack served during the After School session meets the USDA meal pattern requirements. Lunch is served on teacher workdays and during vacation SACC. 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 special foods are required due to dietary restrictions, you are responsible for providing those foods to the SACC staff. Foods brought from home must be in compliance with the USDA meal pattern requirements. “Fast food” is not permitted at SACC.

PERSONAL BELONGINGS

Although children will be provided with an area for their personal belongings, it is not a secured place. Please help us by making sure all personal items brought into SACC are clearly labeled with your children's names. 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 room after each session of the program. Any personal property that remains after the AlphaBEST Education program ends will be taken to the school’s designated location for lost and found items.

PUNCH PASS: Next Generation/Middle School Program ONLY

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.
- Four punch passes per family can be purchased in a school year.
- A punch pass can only be used for regular school days.
- A punch pass cannot be used for early dismissal days.
- A punch passes cannot be used in place of a two-week notice.
- Parents must call or email the site a minimum of 24 hours in advance 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.

THREATS

All potential threats are taken very seriously by AlphaBEST and PWCS. If your child threatens another student, you will be contacted, and PWCS staff will be contacted to assess the situation. Students threatening others may be removed from the program or school for a period of time, depending on the nature of the threat and the results of the threat assessment. Tuition will not be prorated due to suspension.

Threats made during SACC will be addressed following PWCS Threat Procedures, Regulations 777-1. The policy can be found on the PWCS SACC school fusion website.

TRANSPORTATION, SPECIAL EVENTS, and FIELD TRIPS

Special events and field trips may be scheduled throughout the year at no additional cost to the parent. All children who attend SACC that day must attend the field trip. Unlike a private child care center, there will be no one at the site to care for children whose parents do not choose to have their child participate. You must make other arrangements to care for your children if you do not want them to attend. *There will be no tuition adjustments if you choose not to participate in the field trip.* Parents will be notified in advance of field trip days. Children are not permitted to bring spending money or buy souvenirs on field trips.

The children are transported by vehicles owned by outside vendors. The buses are well maintained and display all proper documents to include insurance information. Drivers maintain current licenses and good driving records. On all field trips, a first aid kit will be aboard the bus. All children are required to wear seat belts, if available. Before each trip, the children will be informed of the rules of conduct. Children who are frequently disruptive or cause a hazard for the safe operation of the vehicle may be barred from future field trips.

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.

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 SACC 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

The Code of Virginia requires that child day care staff report all cases of suspected child abuse to the Department of Social Services. 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.

LICENSING REGULATIONS REQUIREMENTS

AlphaBEST Education 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 has been submitted to AlphaBEST during enrollment and prior to attendance.

Communication

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: www.alphabest.org/my-alphabest
- Info@alphabest.org for questions via email
- Parent Newsletters
- Communication Board at Sign-Out
- Email letters to Parents through Constant Contact and our parent portal
- Daily INZONE Programming Schedule (updated each week)

The Site Director 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
- Absences
- Late Pick Up

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

- Programs, policies, and procedures
- Unresolved issues after Site Director contact
- Security or safety related to school, program or student
- Feedback and/or suggestions about program-wide issues
- Change in programming/contract

The Regional Office or District 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 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

Discipline and Guidance

AlphaBEST seeks to provide an environment conducive to positive child growth and development. Parents will be notified in writing of any major infraction on a **Behavior Report**. Three such incidents (Documented Behavior Reports) 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.

We reinforce school policies and procedures during AlphaBEST. All children who attend PWCS must follow the rules and regulations as set forth in the School Division's Code of Behavior. The provisions of this code apply whenever students are involved in activities on property owned by the School Board, including attendance in SACC. Both students and parents are responsible for knowing and understanding the material contained in the code. To ensure this, the School Division posts a copy of the Code of Behavior on their website in September for parents to read. Virginia law requires parents to sign a statement showing they know their responsibilities. This statement is on the back of the PWCS Emergency Information Card.

Our programs follow AlphaBEST's B.E.S.T. Positive Behavior Supports program (PBS). This policy, which aligns with districts' Positive Behavior Supports programs, helps connect students' experiences in school and after school in our program. Whenever possible, AlphaBEST complies with your district's behavior management policy.

What is B.E.S.T.? B.E.S.T. is a system of support that includes proactive strategies for defining, teaching, and supporting appropriate student behaviors. The B.E.S.T. acronym stands for B: Brave- We try new activities. We help others if we see them being bullied, E: Encouraging- We are always willing to give support or a helping hand, S: Safe- We take care in all we do, and T: Trustworthy- You can count on us to do the right thing, to be honest, and truthful. Every staff person who works in the program is trained in PBS, is aware of the B.E.S.T. behavioral expectations, and works to ensure students are consistently getting the same message.

What are the key elements of B.E.S.T.?

- Define, teach, and acknowledge behavior expectations
- Collect discipline data in each region
- Provide accommodations plans for children who are not responding to the program
- Brainstorm with the PBS regional committee to identify ways to address problems and re-teach/reinforce positive behaviors
- Collaborate across AlphaBEST through monthly lessons, brainstorming sessions, and best-practice sharing to ensure B.E.S.T. success

Discipline and Guidance Policy: AlphaBEST seeks to provide an environment conducive to positive child growth and development. Discipline must be:

- (1) Individualized and consistent for each child;
- (2) Appropriate to the child's level of understanding; and
- (3) Directed toward teaching the child acceptable behavior and self-control. A caregiver may only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following:
 - (1) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
 - (2) Reminding a child of behavior expectations daily by using clear, positive statements;
 - (3) Redirecting behavior using positive statements; and
 - (4) Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:

- (1) Corporal punishment or threats of corporal punishment;
- (2) Punishment associated with food, naps, or toilet training;
- (3) Pinching, shaking, or biting a child;
- (4) Hitting a child with a hand or instrument;
- (5) Putting anything in or on a child's mouth;
- (6) Humiliating, ridiculing, rejecting, or yelling at a child;
- (7) Subjecting a child to harsh, abusive, or profane language;
- (8) Placing a child in a locked or dark room, bathroom, or closet with the door closed;
and
- (9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

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 6:30 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 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 Tuesday at 6:30 pm.
- 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 Director 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 Director 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 _____