



When School's Out ★ We're On

Family Handbook

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

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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 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 after school 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 throughout the United States and works with specific schools and communities on how best to provide service. Each program is licensed, where applicable, by their respective State Agency and permitted to operate within the given parameters. This includes the hours in which the program operates.

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.

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

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.

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

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.

Registration

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.
- All required child care licensing regulations have been satisfied through completion and receipt of forms, parent statement on child's health, or another 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.
- 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.

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. Each person is required to have their own unique pin to drop off a child in 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 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 a child's protection, AlphaBEST 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 Customer Service.

AlphaBEST will not release a child to an impaired individual. If a parent or guardian or individual authorized by a parent or guardian appears to be physically or emotionally impaired to the extent that, in AlphaBEST's judgment, the child could be at risk if released, and the impaired individual is attempting to pick up a child, then AlphaBEST will immediately contract the child's other parent or guardian or an alternative person(s) authorized by the parent(s) or guardian(s). If AlphaBEST cannot make other arrangements, then AlphaBEST will call the Department's State Central Registry Hotline at 1-877-NJABUSE (652-2873).

The AlphaBEST staff must have written notification, with explicit instructions from you, before your child(ren) may leave with a person who is not listed on the form. To ensure your child's safety, all persons coming to the center to pick-up children will be required to show picture identification before the staff will release your child to them. Please remind your authorized alternate pickup person(s) to bring identification into the building with them when they pick-up your child.

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 through Customer Service.

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. 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.

Delayed Opening Schedule

Should Wyoming Elementary School open with a two (2) hour delay as designed by your school district, AlphaBEST will operate, when able, based on the permission of the school and our ability to have staff present for supervision of children. If AlphaBEST is able to operate after a two hour delay, then AlphaBEST will operate with a 9:10 a.m. start time. At no time will AlphaBEST provide food other than snacks or a drink to children, so please plan for this if any meal is not provided to your child (e.g., breakfast). Punch passes are not able to be used on days with a delayed opening schedule.

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.

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, 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.

Personal Belongings

AlphaBEST provides all materials and curriculum during the program and requests that all other personal property 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 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 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.

Procedures for parents to volunteer in the program;

- Inform staff that they will participate
- Fingerprint background check at parent's expense.
- Name based background check

Parents and other individuals may participate with their children in a variety of activities. In order to volunteer in an AlphaBEST program, volunteers will be subject to AlphaBEST background procedures and comply with state required background check. This may include a drug screen, criminal background and FBI check. Volunteers 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. A Volunteer or Chaperone may not bring other children that are not enrolled in the program. 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
- Must NOT discipline students.
- Report discipline problems to the teacher
- Volunteers must 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.
- Four punch passes per family can be purchased in a school year.
- A punch passes can only be used (before or after school) on regular school days only if there is space in our program.
- A punch pass cannot be used for inclement weather delay days, half days, early dismissal days or full day/week of care.
- A punch pass 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.
- A punch is used per visit and not per day.
- Discounts cannot be applied to punch passes.

Safety and Licensing

Illness/Incident/Accident

If a child is unable to attend school during the day, he or she should also not attend the AlphaBEST Education *InZone* program. Also, if a child gets sick while in the program, the parent/guardian will be called to pick up the child. Parents are advised 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.

A child or team member who contracts an excludable communicable disease may not return to the program without a health care provider's note stating that the child presents no risk to himself/herself or others. These diseases include respiratory, gastrointestinal, and contact illnesses such as Impetigo, Lice, Scabies, and Shingles.

Note: If a child has chicken pox, a health care provider's note is not required for readmitting the child to the program. A note from the parent is required stating either that at least six days has elapsed since the onset of the rash, or that all sores have dried and crusted.

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.

In addition, if a child exhibits any of the following symptoms, the child should not attend the program. If such symptoms occur at the AlphaBEST program site, then the child will be removed from the group, and parents and/or guardians will be called to take the child home:

1. Severe pain or discomfort Acute diarrhea
2. Episodes of acute vomiting
3. Elevated oral temperature of 101.5 degrees Fahrenheit Lethargy
4. Severe coughing
5. Yellow eyes or jaundice skin Red eyes with discharge Infected, untreated skin patches
Difficult or rapid breathing
6. Skin rashes in conjunction with fever or behavior changes
7. Skin lesions that are weeping or bleeding
8. Mouth sores with drooling
9. Stiff neck

Once the child is symptom-free, or has a health care provider's note stating that the child no longer poses a serious health risk to himself/herself or others, the child may return to the AlphaBEST's program unless contraindicated by the local health department or the Department of Health. Proof of treatment or approval will be required for any communicable disease listed in the Department of Health's Reporting Requirements for Communicable Diseases and Work-Related Conditions Quick Reference Guide (http://www.nj.gov/health/cd/documents/reportable_disease_magnet.pdf). Parents/Guardians should make the site director immediately aware if their child(ren) contracts a communicable disease.

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.

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.

Insurance

AlphaBEST Education, Inc. provides liability insurance coverage required by state licensing regulations.

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 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 will be administered. All medications will be kept with the Site Managers. No medications are to be 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. If a child has a blood glucose monitor, nebulizer or EpiPen the AlphaBEST Site Director and/or designee will be taught by the child's parent or another appropriately trained person. The parent or authorized person must train at least two staff members at the site. Medications will be stored in a locked box or locking file cabinet unless it requires refrigeration. Medications requiring

refrigeration must be kept in a suitable container that can be locked and must be stored on a top shelf in a refrigerator with no food.

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.**

Medication Administration

AlphaBEST urges parents to administer medication at home. However, in some instances, AlphaBEST staff may give medication on the premises. Only employees trained in medication administration may handle and/or dispense medication. Administrators are trained in a medication administration course given by trained AlphaBEST personnel.

AlphaBEST medication administrators will administer medication for the parents if the proper authorization forms are complete, the medicine is in the original container with the prescription or direction label attached (child's name, dosage, and administration instructions on the label), and the expiration date on the medication is current.

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

Child Protection

Federal and state laws require that AlphaBEST Education, Inc. employees report suspected cases of child abuse or neglect by contacting the New Jersey Child Abuse/Neglect Hotline (1-877-652-2873) 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.

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 has been submitted to AlphaBEST during enrollment and prior to attendance. AlphaBEST does not require our staff to provide immunization records.

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 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.

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. Students will assist AlphaBEST staff with creating these rules and procedures to create a sense of ownership and responsibility toward the program.

Expulsion Policy

There are some instances where a child may need to be immediately expelled from the program. These include but are not limited to:

- The child is at risk of causing serious injury to other children or himself/herself.
- Parent threatens physical or intimidating actions towards staff members.
- Parent exhibits verbal abuse to staff in front of enrolled children.

A child may also be expelled if a parent:

- Fails to pay/habitual lateness in payments.
- Fails to completed required forms or documentation.
- Is habitually late when picking up their child.
- Is verbally abusive to staff.
- Or other items at the discretion of the Area Manager.

A child may be expelled from the program for:

- Failure to adjust after a reasonable amount of time.
- Uncontrollable tantrums or other angry outburst.
- Bullying or hurting other children (i.e. pushing, kicking, punching, cursing, etc.).
- Threatening other children with violent words.
- Being a flight risk and unable to be contained in the program (for his/her own safety).
- Other at the discretion of the Area Manager.

AlphaBEST will take remedial action as applicable to try and prevent expulsion from the program. If these remedial actions do not work, the parent will be advised verbally and in writing about the child or parent's behavior which warranted expulsion. The parent will be

notified for what length they are being expelled from the program; the expected behavioral changes needed to return to the program and be given a specific date the expulsion will begin.

A child will not be expelled from the program if a parent makes a complaint to the Office of Licensing regarding the program, for reporting suspected abuse or neglect at the program, nor for questioning the program's policies and procedures.

AlphaBEST will take steps using their Positive Behavior Supports (PBS) to prevention expulsion whenever possible. AlphaBEST staff are trained to do the following:

- Redirect children from negative behavior.
- Reassess the environment, activities, and supervision of the program.
- Use positive methods and language when disciplining children.
- Praise appropriate behaviors through the use of a PBS award system.
- Consistently and fairly apply consequences for rules.
- Give warnings (verbal or as needed by the child) for breaking a rule.
- Give written Incident Reports to the parent/guardian to make them aware of negative behaviors.
- Meet with parent/guardian to discuss behaviors and find ways to promote positive behaviors.

Communication and Social Media Policy

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
- Changes in programming/family contracts
- Conference requests
- Questions about student behavior
- Questions about specific activities related to the program
- Notice of withdrawal
- Absences

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
- Change in programming/contract

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

Social Media Policy

AlphaBEST understands the value of social media and utilizes it to provide quick and valuable communications with families. “Social media” is defined as a collection of online platforms and tools that are used to electronically communicate content, profiles, opinions, media, etc. through a variety of social platforms, including, but not limited to, Facebook, Twitter, Instagram, Flickr, Tumblr, LinkedIn, and Snapchat.

Out of the various social media platforms mentioned above, AlphaBEST occasionally uses Facebook, Twitter and Instagram to provide details regarding our program offerings. In addition to social media platforms, AlphaBEST also uses email, Constant Contact (i.e., our electronic notification service), our website, our internal system (EZChildTrack) and phone calls to communicate important information to our team members and families. All communications to families must be professional and limited to information related to our program. All emails must be sent via an official AlphaBEST email account.

AlphaBEST will not post, send or communicate any pictures of our students or personal identifiers regarding our families without receiving a signed written release from the parents and/or guardians.

AlphaBEST does not permit parents and/or guardians to post, distribute or communicate any photographs or videos of students except your own child(ren) attending our program. Violation of this policy may result in the removal of your child(ren) from our program. However, we encourage continuous feedback via social media or electronic communications from our families regarding our program.

The following conduct guidelines have been established for AlphaBEST's team members utilizing social media to encourage best practices and to maintain a professional relationship within a social media context:

1. Social media interaction with students in the program, whether initiated by a team member or the student, is prohibited.
2. Team members must not "friend," "follow" or otherwise interact at any time with students from personal social media accounts.
3. Team members must not post student information and pictures on personal or community social media networks, blogs, etc.
4. If a team member identifies oneself as a team member of AlphaBEST on their personal social media accounts, then the team member must remember that the team member has associated with the district, AlphaBEST colleagues and the afterschool community.
5. Team members must use caution when posting any comment and/or images on personal social media accounts that may reflect negatively on their professional image and/or AlphaBEST.
6. Team members must not post or comment about specific AlphaBEST program offerings, curriculum or products on their personal social media accounts.
7. Team members are not permitted to share, modify or send photos of AlphaBEST's students, photos that are property of AlphaBEST, or use the AlphaBEST name or logo to create any unofficial internet sites.

Team members' use of personal communication devices during working hours is not permissible as usage may present a safety hazard or distraction to the user and/or other team members. Consequently, personal communication devices may only be used during a non-working time or for an emergency during working hours which includes texting. Site Directors are issued an AlphaBEST cell phone and tablet for work-related communications only so that they are available to parents who may need to contact them during program hours.

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 and/or monthly tuition rates are determined based on the full academic calendar year and are divided into 40 equal payments or 10 equal monthly payments, beginning the first week of school.
- Tuition is due on Monday each week by 6:00 p.m.
- 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, and partial months.
- Fees will not be adjusted or refunded for absences, early pickups, 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.
 - **Weekly Pay:** Late fees will be applied on Thursday. **Monthly pay:** AlphaBEST bills the first Monday of the month and late fees are 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.

Tax Statements

AlphaBEST Education **does provide** itemized statements for IRS tax purposes. Tax statements may be accessed at any time by going online to the EZ Child Track Parent Portal and clicking “View Statement.”

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. Decline fees will only be removed if a bank statement is received showing that there was fraudulent activity on the account.

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.

Discounts

- Only **ONE** discount will be given per family.
- Discounts can not be applied to punch passes. Punch Passes can only be used on regular school days – before and/or after – not on early dismissal days or full day/week care days.
- 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.

Subsidized Families

- If a family qualifies for subsidy vouchers for childcare, the family is responsible for the difference between the tuition and voucher amount. The voucher must be received prior to a child attending AlphaBEST, or the parent will be charged the full rate.



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 the 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/monthly 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 I must notify the Site Manager if any information on the enrollment form changes.
- I understand the discipline, guidance, and expulsion 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 before 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 _____