

Excel Program Handbook



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Excel Program Handbook

Philosophy

The purpose of the Excel Program is to provide after school and summer care to children through quality childhood education while providing enrichment, homework help, and tutoring; and equipping children with skills for social, emotional, intellectual, and physical development. Under the leadership of qualified teachers, our enrichment classes include a balance of guided learning activities through creative art work, music, outdoor play, math, science, literacy, conversation, story time, and other developmentally appropriate activities. It is the task of the director, teachers, and other helping adults to interact, observe and develop ways of managing and structuring the nurturing environment so that each child can construct his changing image of himself and the world around him.

Program Goals

Provide for children's intellectual development by:

1. Enriching the child's background and cultural activities through interactive lessons.
2. Providing homework help and assistance for studying for school assignments.*
3. Developing literacy skills through reading.

Provide for children's social development by:

1. Helping children learn to get along with adults and children.
2. Encouraging habits of courtesy and respect.
3. Providing equipment and materials which encourage children to play together.

Provide for children's emotional development by:

1. Accepting children and their feelings.
2. Offering opportunities for children to make choices.
3. Helping children see themselves as persons of worth.
4. Showing them how to release feelings in an acceptable way.

Provide for children's physical development by:

1. Providing nutritious snacks.
2. Planning for a quiet time.
3. Protecting their health and safety.
4. Providing indoor and outdoor activities that encourage movement and large muscle development.

*The After School program will provide homework help opportunities every day. Your child may require additional help at home depending on the amount of homework your child has or their individual learning needs. It is still your responsibility to check your child's homework and make sure they are prepared for tests.

Policy for Operation Hours and Days of Operation

The Excel Program operates on the official school days of the Valley View School District. Hours of operation for the program are 3:00 p.m.-6:00 p.m. during the school year and 7:00-6:00 during the summer months. Parents will be notified by the director of other closing dates.

Schedules

Schedules are available for after school program and summer program. They can be requested at any time.

Student Enrollment Requirements

*Ages- 4 years through sixth grades (For the summer program students are considered the grade they will start in the fall).

*Must be completely potty trained and must be able to use the restroom independently. (See Toilet Training Policy)

*Must be currently enrolled in Valley View School district.

Arrival/Dismissal Procedures

Students will be dismissed from their classroom to the program after school. Summer Program students are checked in by an adult. Afternoon pickup will be located in the gym lobby or on the playground. For safety reasons, only adults on the approved list for pickup or with security PIN will be permitted to sign students out. Identification must be shown. Students must be signed out with the correct PIN number upon departure.

Alternate Pickup Arrangements

If the child is to be picked up by someone other than the parent, please advise the staff either by phone or in person and give details such as name of person, relationship to child, etc. The school will require photo identification from this person. No child will be released to anyone other than a parent unless specific arrangements have been made with the school. Custody orders must be on file with the program.

Snow Days/ Inclement Weather

If Valley View Public Schools are closed due to inclement weather, the Excel Program will also be closed. If schools open "late", the Excel Program will operate. If school is in session (but dismissed early due to weather), it is the parent's responsibility to pick their children up from school at early dismissal time. The Excel Program will not operate after early dismissal due to inclement weather. Tuition will be prorated for the week when canceled due to weather.

Clothing

Please make sure that all clothing worn by your children is washable play clothes. All articles should have your child's name printed somewhere on the garment, i.e., the neck of the jacket. All children should have a change of clothing on site in case of accidents.

Fire and Tornado Provisions

Monthly fire drills are held. Tornado drills are also held where children are gathered in central halls and windowless rooms of the building. Building instructions for exiting are posted inside each classroom. In the event of an emergency, we will try to contact you. A staff member will stay at the school until all children are safely accounted for and picked up by their parents.

Communication

The Excel Program welcomes your visits at any time. Conferences may be scheduled with the director if the need arises. If at any time you have a concern, it is your responsibility to contact the director or teacher in an effort to resolve the challenge. If you have any questions regarding any of the policies listed in this handbook, please feel free to speak to a director.

Snack Time

The children are served nutritious snacks. Two options will be offered and your child may select their own snack, but he/she will not be forced to participate. In the summer program juice is served with morning snacks. Water is available for afternoon snacks. Please advise the director of any food allergies, etc., so these foods may be avoided. Any special foods your child requires should be supplied by you, the parent.

Accident Policy

Although the program is not liable or responsible for injuries and resulting medical expenses sustained while your child is in our care, a detailed record of accidents and injuries is kept on file regarding each incident.

Lost/Stolen Property

The Excel program is not responsible for items lost or stolen.

Yearly Registration/Supply Fee

Upon entering the program and every year after, a nonrefundable registration/supply fee of \$50.00 will accompany the registration form to ensure the child's place in the program for the coming year. In the event that registration is not paid within the two-week period, the child will be released from the program.

Withdrawal Procedure

Notification of withdrawal must be given in writing two weeks in advance. If notification is not given tuition will continue to be charged for the two-week period.

Summer Program Vacation Week Policy

During the summer program one vacation is given to students who enroll for the entire summer program. Students who enroll after the program begins, or withdraws before the summer program ends will not receive a vacation week. The directors must be notified at least two weeks prior to vacation dates in order for the students to receive credit for the week.

Waiting List Procedure

Names are placed on the waiting list in the order received. The director will notify the prospective enrollee and give the family 5 days to accept or deny placement. At the end of the 5 days period the parent will, upon acceptance, pay a registration fee equal to the tuition required in the placement class along with the first week tuition.

Finance/Fees Policy

Cash, Automatic Recurring Check/Saving ACH Bank Transfer or Automatic Recurring through Credit Card/Debit Card are required payments. Automatic recurring payments are processed on Thursdays and takes 1-2 business days to apply to your account. Cash is paid on site and all tuition for the program are due by Friday of each week. If cash payment accounts become past due (tuition not paid by Friday of each week), you will be required to submit a recurring payment permission form giving us account information to process payment automatically each week. If you refuse to give your account information, your child(ren) will be dismissed. No exceptions allowed.

Accounts 10 days past due will result in suspension from the program until balance is paid in full -this includes late pick-up fees. Parents (guardians) are responsible for all costs of collection (A collection cost of 35% of the delinquent balance will be added to the delinquent balance for collections).

Students will not be charged for days missed due to inclement weather school closings, but students will be charged for make-up days at the end of the year if a 2 week's withdrawal notice is not given. You are obligated to pay for all other days your child is registered to attend each month regardless of whether or not your child attends.

Fee Schedule

Summer:

Registration/Supply Fee- \$50.00

Assessed yearly, at enrollment or reenrollment nonrefundable- applies to all options

Full-Time Option

\$150.00 a Week

\$20 Family Discount for Full Time Students

Part-Time Option (2 day minimum)

\$35.00 a Day

Families receive 1 (vacation) week during the summer program with charges waived for absences. Prior notification necessary.

Snack- Excel will provide snacks twice a day.

Hours- 7:00am-6:00pm

Monday-Friday (Excluding Holidays)

After School:

Registration/Supply Fee- \$50.00

Assessed yearly, at enrollment or reenrollment nonrefundable- applies to all options

Pre-K Options

Full-Time Option

\$40.00 a Week

\$8.00 a day for weeks with less than 5 days

Part-Time Option (2 day minimum)

\$12.00 a Day

K-6th Grade Options

Full-Time Option

\$75.00 a Week

\$15.00 a day for weeks with less than 5 days

*Additional Sibling Discount: \$10 per family (no sibling discount with Pre-K students)

Part-Time Option (2 day minimum)

\$20.00 a Day

All Day Care on School Holidays

Excel will provide lunch, drinks, snacks
\$30 Currently enrolled students

Enrollment Requirements for After School & Summer Care:

**Ages- 4 years old- 6th grade

**Must be currently enrolled in Valley View School District

**Must be potty trained- See Toilet Training Policy

Return Check Policy

Any checks/ recurring payment returned for insufficient funds will be assessed an \$25.00 additional fee.

Late Fee Charges

A \$10 late fee will be added to tuition not paid by Friday at 6:00 p.m. of the current week. These fees are due with payment the next week.

If you pay with cash (no checks accepted) and your account is past due (tuition not paid by Friday of each week) you will be required to submit a recurring payment permission form giving us account information to process payment automatically each week for your child(ren) to continue in the program. If you refuse to give your account information, your child(ren) will be dismissed. No exceptions allowed.

Late Pickup Fees

Any child picked up after 6pm will be charged a late pickup fee. It is \$10 for every 15-minute period beginning at 6:01. This fee is due with the following week's tuition.

Electronics Policy

Students may not use cell phones while at Excel. Electronics brought to Excel may only have games rated E for Everyone. If a child has an electronic device with material deemed inappropriate by Excel staff, or if a child takes pictures or videos with the device, the device will be taken up and given to the parent at the end of the day. If a student's device is taken up twice they may no longer have electronics at Excel.

Health and Illness Immunization

A current immunization record will be required on each enrolled child of the program. Although immunization may be hindered by illness, the Arkansas Minimum Licensing Requirements for Child Care Centers mandates that an authorized record of up-to-date immunization must be on file. Therefore, upon notification from the director of a need for an immunization update, patients will be given two weeks to meet requirements. In the event that requirements are not met within that time frame, the child will be discharged from the program until requirements are met. The weekly fees will continue to be charged in the child's absence.

Illness

Per the Arkansas Minimum Licensing Requirements for Child Care Centers no child shall be admitted who has a contagious or infectious disease. Any child who becomes ill and unable to participate in daily activities shall be separated from other children, supervised, and parents shall be called to pick up the child if the child exhibits any of the symptoms listed below.

- a. Fever: A body temperature of 98.6 or greater taken under the arm.
- b. Diarrhea
- c. Vomiting
- d. Rash: Body rashes, not obviously associated with diapering, heat or allergic reactions to medication or immunizations.
- e. Sore throat: Only if associated with fever or swollen glands.

- f. Severe Coughing, or episodes of coughing, which may lead to repeated gagging, vomiting or difficulty.
- g. Pink Eye: Pink or red eye(s) which may be swollen with white or yellow discharge, until on antibiotics for 24 hours.
- h. Untreated Scabies, Head Lice or the presence of Nits: May return after treatment and removal of nits.
- i. Multiple sores inside the mouth with drooling: unless the health care provider determines the condition is non-infectious.
- j. Ringworm, a fungal infection of the scalp or skin: may return after evaluation and under treatment by a health care provider.
- k. Impetigo: may return 24 hours after treatment is initiated.

Any child sent home from the program displaying any one of the above-listed symptoms may not reenter the program for 24 hours without a doctor's excuse stating the child is not contagious (e.g., your child is sent home at 10:00 am on Monday after having three watery stools, he/she may not enter the program until 10:00 am Tuesday, unless you present a doctor's excuse stating there is no contagion.) We are required by the State Board of Health to have a doctor's certificate declaring a child free of contagion before readmitting him/her following an illness with contagious disease. Doctor's certificates are preferred, however if one cannot be obtained a call to the director from the doctor's office will suffice. One of our responsibilities to our children is to protect their health. Following the above illness policies and respecting the health of others will ensure this and will help to hinder the spread of communicable illnesses. We will appreciate your cooperation in this matter. **Please respect the rights and health of others. Do not send your child to a program when he/she is not well enough to participate in classroom and outdoor activities or has displayed symptoms of contagion at home.**

Sunscreen

Children shall be protected from overexposure to the sun. Sunscreen shall be used and reapplied as needed.

Emergency Contacts

Information sheets are kept on file for each child that contains names and phone numbers of those persons to contact in case of an emergency or illness. An alternate plan of action should be on file in the office in the event a parent cannot be reached. A space on your information sheet has been provided for this needed information. In the event a person not listed on the sheet must pick up your child, you must call or leave a written note with the director stating the person's name. The program will then return your call to double check the validity of the request. The person will be asked to show proper identification upon arrival.

Medicine

If students require medication from home during Excel hours, a Medication Permission Form must be completed by parent (with the exception of Tylenol if permission is given on medical forms). If your child needs to take medication you will need to make arrangements with the directors. Students may not carry their own or other medication to the program. Students are permitted to store an inhaler for asthma or an Epi-Pen at the site provided the inhaler and/or Epi-Pen is in its original box with instructions and a prescription label.

General Discipline Policy

The Excel Program is committed to an approach of directing children toward positive acceptable behavior in a well-planned, interesting learning environment. Acceptable or desired behavior will be reinforced with praise. Teachers will provide reasonable rules with logical consequences for breaking those rules. Discipline shall be consistent and appropriate to the child's level of understanding.

Should repeated unacceptable behavior occur, the child will spend an appropriate period away from the group while properly supervised. If a child shows destructive or harmful behavior on a regular basis, a call or conference will be held with the child's parents, teachers, and director. Corporal punishment will not be administered in the program.

Instead, we will use the following six step discipline plan:

1. A verbal reprimand should be used in cases where a child needs to be reminded of the rules and limits. The reprimand should include an explanation of why he/she is being disciplined.
2. If the teacher determines that a child understands, but chooses to ignore verbal reprimands, then that teacher will remove the child from an activity for a period equal to that child's age in minutes. The child should be removed from the group to a safe, supervised area.
3. In some severe cases, a child may exhibit harmful or destructive behavior frequently enough that effective discipline cannot be handled in the classroom. In the event a teacher feels that a child's parent(s) should become involved with the management of behavior challenge, that teacher should document the behavior on Anecdotal Record.
4. If, after a reasonable period of time (at least one week), the strategies implemented have not improved the child's behavior, the Director may then suspend the child from the program. This suspension may not last more than one week and tuition will be forfeited by the program for the week.
5. The parents, teachers, and director will then implement an alternate behavioral management plan and the child will return to the program for a period of one week. If satisfactory improvement is then not evidenced, the director may ask for permanent removal of the child from the program.

Child Dismissal/Acceptance Policy

Dismissal and acceptance of any child, at any time is at the direct discretion of the directors.

Parent Grievance Policy

The Excel Program provides an avenue for parents to appeal disciplinary actions or decisions regarding policy implementation through the Parent Grievance Procedure. The following steps are designed to allow parents the opportunity to work with the program to resolve satisfactorily any matter a parent feels has been handled unfairly.

Step 1: In the event you feel your child has been treated unfairly or you have concerns or suggestions, you may consult with the director. The director will respond to you grievance, concern or suggestion within five school days.

Step 2: If the parent is not satisfied with the director's reply, he/she can request a meeting with the owners.

Step 3: The owner's ruling of the issue is final and binding to all concerned.

Licensing

The Excel Program will maintain and surpass standards necessary to be licensed as a child care institution in the state of Arkansas. We assume the responsibility of maintaining healthy, safe, and developmentally appropriate conditions for children during the time they spend in our care. Licensing is a form of consumer protection for children and their parents. If you would like a copy of the child care-licensing booklet, please write to: Department of Human Services Children and Family Services Division 1600 Browns Lane Access Rd Jonesboro, AR 72401

Child Maltreatment

If a complaint of child maltreatment is filed against any owner/operator, employee or other person in a child care center, the Child Care Licensing Specialist shall evaluate the risk to children and determine the suitability of the person(s) to supervise, be left alone with children, have disciplinary control over children or remain in the center during hours of care until the allegations have been determined true or unsubstantiated. (Pending the evaluation of risk to children by the Child Care Licensing Unit, the person(s) alleged shall not be left alone with children.)

If corrective action is appropriate, the facility shall require all employees who have had a founded report of child maltreatment to follow the corrective action plan specified by the Child Care Licensing Unit. Corrective action measures may vary from relevant training to reassignment or termination. Failure to comply with corrective action plans may constitute grounds for adverse action against the license.

The statewide Child Maltreatment "HotLine" and the Child Care Licensing Central Office number shall be posted in a conspicuous place in the childcare facility. The "Hot Line" number is 1-800-482-5964 and the Licensing Central Office number is (501) 682-8590 or toll free 1-800-445-3316.

Excel Program Toilet Training Policy

Children enrolled in Excel MUST be toilet trained. Children must wear underwear. A child having accidents daily would not be considered toilet trained. Please note that wearing pull ups is NOT considered toilet trained.

Why do children have to be toilet trained to attend?

- There are strict standards for changing and disposing of wet or soiled diapers/pull ups and our classrooms are not equipped for this.
- When an adult is busy changing a child's soiled clothing, it is taking away from learning time for all students and it removes one adult from the direct supervision of and interaction with the rest of the class.

We do understand that even toilet trained children will occasionally have accidents. By definition, "accidents" are unusual incidents and should happen infrequently. In these instances, the teachers will help children to change their clothes, encouraging independence as much as possible.

A toilet trained child is a child who can do the following:

- Communicate to the teachers that he/she needs to go to the restroom before they need to go
- Alert him/herself to stop what he/she is doing, to go and use the bathroom
- Pull down his/her clothes and get them back up without assistance
- Wipe him/herself after using the toilet
- Get on/off the toilet by him/herself
- Wash and dry hands
- Postpone going if they must wait for someone who is in the bathroom or if we are away from the classroom
- Wake up during nap time should they need to use the bathroom

We certainly will ask your child many times throughout the day and before nap time if they need to use the bathroom. A teacher will assist children as needed, but children should be able to complete toileting activities independently. This is an issue which protects all concerned. It is not uncommon for a child who is fully toilet trained to have a setback when he/she is in a new environment. Excel staff are aware of this and will assist the children when necessary. Please have your child dressed in clothing that he/she can easily manage independently. Please send a complete change of clothes appropriate for the season. These will be left at school in case of accidents. Parents will be notified if a child has a toileting accident.

We understand that each child arrives at this milestone differently, therefore we will allow 2 weeks from the first day of Excel for your child to demonstrate accomplishment of this goal. However, if the situation is not manageable within the classroom environment, we will discuss the issue with the parents and reserve the right to suspend attendance of the child at such time.

A child will not be considered toilet trained for our program if the child continues to consistently have toileting accidents after the first 2 weeks of school. After the first 2 weeks of school, the following policies will be in place for children who have accidents:

- If one or two accidents occur in one week, the parents will be notified with the understanding that the issue needs to be addressed and corrected.
- If three or more accidents occur in one week, the parent will be notified with the understanding that if the issue is not corrected by the end of the second week the child will have to stay home at least one week or longer until he/she is completely toilet trained.
- If multiple accidents occur in one day, the parent will be notified on that day; and if not corrected by day three, the child will have to stay home at least one week or longer until he/she is completely toilet trained.

Please note that this policy is not in place to shame or punish a child or inconvenience primary caregivers. Rather, cleaning accidents in the Excel setting is time consuming, and this time that teachers spend attending to and cleaning accidents is time that they are not spending interacting with children and facilitating the curriculum in a safe manner.

This policy is intended to ensure the safety and happiness of children and staff at the Excel Program.