

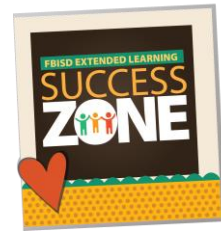


Parent Handbook

Extended Learning

2018 – 2019

Revised 8/2018



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www.fortbendisd.com/extendedlearning

Office Hours:

Monday – Friday
8:00am – 4:30pm

For general questions: extendedlearning@fortbendisd.com

For financial questions: extendeddaybilling@fortbendisd.com

Mission

FBISD exists to inspire and equip all students to pursue futures beyond what they can imagine. Extended Learning provides a supportive climate and safe environment for children to flourish while fulfilling the District's mission.

Handbook Acknowledgement

This handbook will familiarize you with the Department of Extended Learning's policies and procedures. Changes in District policies and Extended Learning procedures will be reflected in our respective handbooks and may supersede, modify, or render obsolete the information summarized in Extended Learning's Parent Handbooks. Some topics outlined in the handbook and its amendments are addressed in further detail in Fort Bend Independent School District Policy and the Texas Department of Family and Protective Services Minimum Standards for School-Aged and Before and After-school Programs. Any modifications to our operating procedures will be captured in amendments to our Parent Handbook, and we will use our Parent Communication board and email distribution lists to advise you of changes you may wish to review. Your electronic signature on the registration card is your acknowledgement that you have reviewed this handbook and understand its contents.

Program Overview

Extended Learning operates the before and after school program, the Extended Day Program (EDP), at Fort Bend elementary school campuses, and Club Excel at FBISD middle school campuses.

Extended Learning Experience

Extended Learning has many components to keep your child engaged afterschool. Each campus is unique, but all campuses include the following:

Homework Time

Students are provided a quiet environment and dedicated time to complete homework. Books are available for students to read once homework is completed. The amount of time dedicated to homework and/or reading varies by grade level. Grades K-2 have approximately 30-45 minutes and grades 3-8 have approximately 45-60 minutes. Students that require or request additional quiet time will be accommodated to the extent possible based on staffing and accommodations. Each child is responsible for remembering and completing his or her own homework. Extended Learning staff is not responsible for checking a child's homework or confirming whether they have an assignment on a given day. Staff provides direction, but does not provide tutoring or direct homework assistance. Extended Learning does not use homework or reading as a discipline tool.

Snack

Each student is offered a daily snack.

Clubs

Twice a week students are offered the opportunity to participate in clubs. The offerings vary at each campus. Check with your campus Site Coordinator to see what clubs are offered at your campus. Sample clubs include chess, science, sports, and gardening.

SPARK Curriculum

SPARK is designed to provide children with inclusive, highly active movement opportunities that foster social and motor development while maximizing time spent in moderate to vigorous physical activity and fitness pursuits. The SPARK curriculum includes cooperative, cultural and aerobic games, and enjoyable skill and sport activities. Students participate in SPARK three times a week at each campus.

Outdoor/Gym

Children are provided structured and unstructured time for physical activity.

Centers

The Extended Day room has age-appropriate centers to keep children entertained.

Computer Time

Either in the computer lab or the Extended Day room, children are permitted to go on district-approved websites to continue learning.

Program Options

For your convenience, multiple program options are available. Choose the one that best fits your family's needs. All programs require a non-refundable \$50 registration fee.

Extended Day

Afternoon Program

This option provides care from school dismissal until 6:30 p.m. Early dismissal days are included. This option also includes district full service days when the program is open 6:30 a.m. - 6:30 p.m. at select campuses, for no additional charge. As an added bonus, the morning program is included at no additional cost. Whether your need is daily or once a year, the program is open from 6:30 a.m. - 7:30 a.m. for your convenience. Spring Break and summer programs are offered at an additional cost.

Mornings Only

The program is open 6:30 a.m. - 7:30 a.m. It's a great way to avoid the morning drop off lines. Full service days and early dismissal days are available for an additional fee. Afternoons are not available with this option. Spring Break and summer programs are offered at an additional cost.

Early Dismissal / Full Service Only

This option is available for non-Extended Day students who only need the program on early dismissal days and/or student holidays at select campuses. A daily rate is charged for each day service is provided. Service is not available on regular school days and advanced registration is required.

Club Excel

Club Excel offers a morning only program from 7:00 a.m. to 8:15 a.m., afternoon only from dismissal to 6:30 p.m. and a morning/afternoon combo program. Club Excel will be open on early dismissal days for middle school students, but will not offer service on any student holidays. Separate camps, outside of the regular school year program, will be scheduled during spring break and summer for an additional fee.

Note: Afternoon and morning care is not available on a daily rate. The annual cost of the program is divided into nine equal monthly payments. Only early dismissal and full service days have daily rate options for those who enroll in a morning only program. Summer and spring break camps will be provided outside of the school year program for an additional fee. These camps are offered at select campuses throughout the district.

Program Information

Attendance

If your child will not be attending Extended Learning due to illness, vacation or other circumstances, please notify your Site Coordinator by email, telephone or with a note sent through the school's front office. If you send a note, please address it to your Site Coordinator to ensure its delivery. On days your child is absent from school due to

illness or suspension, attendance in the program is not permitted. Parents will be contacted on days that a child is absent, if notification has not been provided.

Communication with Campus Staff

Extended Learning staff members are employees of FBISD and, as such, are school officials who have access to a child's FBISD records. Extended Learning is not a part of the FBISD academic program and, as such, student records reviewed by Extended Learning staff will be utilized for reference only. Extended Learning staff will occasionally consult with teachers, administrators and other campus employees regarding children in the program.

Days and Hours of Operation

School year programs operate Monday through Friday from 6:30 a.m. - 7:30 a.m. and from school dismissal until 6:30 p.m. On early dismissal days, Extended Learning is open from early dismissal until 6:30 p.m. When the program operates on a full day schedule, such as spring break and summer, the hours are 6:30 a.m. – 6:30 p.m.

Extended Learning is closed on most holidays but will provide all-day service on certain staff development/student holidays for Extended Day students. Service will not be provided for Club Excel students on student holidays. A calendar is published each year and is made available on our webpage and parent information boards. Not all campuses may be open during these days but arrangements may be made to provide for your student at a nearby school. Advanced registration is required, and may not be available for morning only students depending on the campus. Parents will need to find alternate care for students not signed up in advance. Parents will need to confirm the location before registration, especially since there are no refunds or credits.

Dress Code

All students in our program adhere to the district's dress code, which is detailed in the FBISD Student Handbook. Clothing must fit properly and provide adequate coverage in any position, including when the student is engaged in vigorous physical activity. Children not properly dressed, including footwear appropriate for the day's activities, will not be permitted to participate. If your child is not properly dressed, and has to be removed from any ELD activity, there will be no refunds or credits.

Emergency Closing of Schools

Students and parents should listen to local radio and television stations, or visit the District website for weather closing announcements before and during school. If the school is closed, so is Extended Learning. If you receive notification that the school is closing for the day, Extended Learning will be closed as well. If the school is opening on a delay, the morning program is canceled. If a school needs to close due to unforeseen circumstances (i.e. power outage), the students may be relocated to a nearby campus, if possible.

Emergency Preparedness Plan

Every FBISD campus has a comprehensive Emergency Operations Plan. Extended Learning staff is familiar with the plan for their campus. All Extended Learning operated programs are required to conduct regular fire and weather disaster drills. An emergency preparedness plan is designed to ensure the safety of children during an emergency by addressing staff responsibility and facility readiness with respect to emergency evacuation and relocation. The plan addresses the types of emergencies most likely to occur, including but not limited to natural events such as tornadoes, floods or hurricanes, health events such as medical emergencies, communicable disease outbreak, and human-caused events such as intruder with weapon, explosion, or chemical spill.

Our Emergency Operations Plans include written procedures for:

- Evacuation, relocation and sheltering/lock-down of children, including how children will be relocated to designated safe areas or alternate shelter, evacuation and relocation diagrams, staff responsibilities, name and address of alternate shelter, and how we will account for children in the event relocation is required.

- Communication, including emergency telephone numbers and our procedures for communicating with local authorities.

Enrollment, Eligibility and Ratios

Typically, students may attend the school-year Extended Day Program if they are currently enrolled in grades kindergarten through fifth grade. Students enrolled in grades 6 – 8 can attend Club Excel at select middle schools throughout the district.

You may complete the online registration application at <http://www.ezchildtrack.com/fbisdeld/parent>.

Due to staffing and budgetary restrictions, and because Extended Learning is not a part of the FBISD academic program, certain restrictions apply for enrollment. Each child's application will be reviewed individually for acceptance. If a child's needs surpass what can be met in a staff-to-child ratio of 1:15, Extended Learning is not a suitable option for before/after school care. At a minimum, students are required to not exhibit violence/aggression, remain in the designated area, and toilet independently.

We may need to discuss your child's needs and any required accommodations with you before confirming enrollment. Extended Learning administration will engage in an individualized and thorough review and assessment of any student's special needs or requests for accommodation. This can include consulting with teachers, administrators and other campus employees to determine if Extended Learning is an appropriate program for your child. Extended Learning staff members are employees of FBISD and, as such, are school officials who have access to a child's FBISD records. Student records reviewed by Extended Learning staff will be utilized for reference only. If your child has special care needs or will require accommodations to participate in our program, you must share them with us on the registration card. Failure to disclose special needs at the time of registration may result in dismissal from the program.

Fee and Payment Information

Tuition and Fee Guidelines

- Registration fee and tuition are non-refundable and non-transferable to another student or program.
- The annual cost of the program is divided into nine equal monthly payments.
- Tuition is charged at a monthly rate regardless of the number of days of attendance or school days in a month.
- Tuition is due on the first working day of each month.
- Late payment fees of \$10 per day will be charged for payments that are not received by the due date.
- Late fees are waived if payment is made online within the first 3 days payment is due.
- Late payment and pick-up fees are due with the next tuition payment. Late fees will be applied if not paid on time.
- Children will be removed from the program if the balance of ANY fees is outstanding two weeks after the due date. (Fee schedule, including late pickup fees are on the department's webpage.)
- The registration fee must be paid again to re-enroll and outstanding balances must be cleared before re-entry is granted, provided there is availability at the campus.
- No refunds will be issued for withdrawing during the month.
- When withdrawing your child, written notice must be given two weeks prior to the end of the month in order to avoid the next month's tuition.
- Outstanding balances at the time of the withdrawal will be the responsibility of the parent.
- Fees and/or tuition are non-refundable in the event your child is suspended or removed from the program for any reason.
- There will be no refunds or credits for suspension or dismissal of any student, inclement weather conditions, school closures, parent behavioral issues, spring break charges, missed field trips/in-house activities or any non-refundable fees paid.

Acceptable Forms of Payment

Extended Learning accepts money orders, cashier's checks, and local pre-printed personal checks. Checks should be made payable to Fort Bend ISD Extended Day Program or Extended Learning. Checks will only be accepted from the student's parent or guardian and must include, in the memo section, the child's full name and student identification number. All payments can be made online through EZChildTrack with no convenience fee, mailed to our Extended Learning Main Office at 226 Lakeview Dr. Sugar Land, Texas 77498, or made in person at our main office. For your convenience, we have added a drop box outside our office for easy drop off. **We are unable to accept cash, business checks, or temporary checks.**

Returned Check Policy

In the event that a check written to any Fort Bend ISD campus, club or organization is returned unpaid by your bank, Fort Bend ISD or its agent will redeposit your check electronically. Additionally, its agent will electronically collect a returned check fee plus applicable sales tax. The use of a check for payment is your Acknowledgement and Acceptance of this policy and its terms.

If the check recovery service is unable to complete the above procedure, the check will be returned to the District and collection efforts will resume through Extended Learning. If a parent fails to make restitution for a returned check within two days of notification by the District, the child will be dismissed. Failure to make arrangements to clear a returned check will result in prosecution under the Texas Hot Check laws in the local prosecuting office and could result in a fine of \$200, regardless of the amount of the check.

If a check is returned, all subsequent payments to the program must be made by money order or be paid online through EZChildTrack for the remainder of the school year or summer program if applicable.

Health Information

Child Health

Extended Learning does not maintain a school nurse or other health professional on staff. In the event that a child soils his/her clothes, a parent and/or guardian will be contacted to pick up his/her student. Parents are encouraged to send an extra set of clothes in the child's backpack to provide them to change. Extended Day staff is not responsible for assisting in the changing of the student's clothes. Extended Day does not provide or keep extra clothes on site.

Per FBISD policy, school personnel will not apply or provide insect repellent or sunscreen during the day. Concerned parents are strongly encouraged to apply these to their child before they leave for school. Parents may send these items with their child to be used during the day. Children who do not require assistance are able to apply these items themselves throughout the day.

Illness and Exclusion Criteria

Children cannot attend if they are suffering from an illness that meets the following conditions:

- Their illness prevents them from participating comfortably in program activities, including outdoor and gym play.
- The illness results in a need for more care than we can provide without compromising the health, safety, and supervision of other children
- The child has one of the following:
 - fever of 100.4 or higher
 - symptoms and signs of possible severe illness, such as lethargy, abnormal breathing, diarrhea, vomiting, rash with fever, symptoms of a communicable disease or illness, behavior changes, or other signs the child may be severely ill; or
- A health care professional has diagnosed the child with a communicable disease or condition (i.e. lice, ringworm, etc.), and the child does not have medical documentation indicating he or she is no longer contagious.

If a child appears ill at arrival or becomes ill while under our care, the Site Coordinator will contact the parent to pick up the child and provide appropriate care apart from other children until the parent arrives.

Every child must be free of fever, without fever reducing medications, for 24 hours before returning to Extended Learning.

Injuries

All injuries and incidents will be documented and presented to you for signed acknowledgement. Minor injuries such as scrapes will be treated onsite, and you will be notified when you arrive to pick up your child. If a child becomes ill or suffers a significant injury while in our care, you will be contacted by phone and asked to pick your child up as soon as possible. If we determine the illness or injury requires it, we will call for an ambulance to transport your child to the nearest hospital. Hospital preference listed on the registration card will be shared with emergency medical personnel; however medical personnel will make final decision on the destination.

While student safety is a high priority for the District, under state law, the District is not responsible for medical costs associated with student injury. By signing the acknowledgement on the registration card, you expressly waive all claims for medical expenses, loss of services, or other claims that may result from your child's participation in Extended Learning activities, and agree to indemnify and hold harmless the District, its Trustees, employees, and agents from all claims made against it or them on behalf of your child.

Medication

We strongly recommend that whenever possible, medication should not be administered at Extended Learning programs. All medications must be listed on the emergency card, whether or not it will be administered at Extended Learning. In the event of an emergency, this information is critical to determining treatment and preventing potentially harmful drug interactions. ELD staff is not allowed access to medication administered at the school.

If medication is to be administered to a child at Extended Learning, and administration of that medication meets the guidelines in the District's Student/Parent Handbook, the following conditions must be met. All medicine, prescription or non-prescription, must be hand-delivered in its original container by the parent—not the child—to the Site Coordinator. Site coordinators do not have access to medicine stored in the nurse's office. Parents are required to complete an *Authorization for Dispensing Medication Form* and *Medication Authorization Form*. Prescription medication must be labeled by the pharmacist. The label must include the student's name, physician's name, name of the medication, amount of medication to be given, frequency, and the date the prescription was filled. A note from the physician must accompany medication taken for more than 15 days. There shall be no more than one medication per properly labeled container. The Site Coordinator will clear other medical needs with their Supervisor.

Notification Process

In the event of an emergency, our first priority is to ensure the safety of all children. Site staff will keep in contact with the parents, the school principal and keep their Extended Learning Supervisor informed. In the event of an emergency, the Site Coordinator will communicate details and instructions through email and also by initiating phone calls to parents when possible. Staff will communicate with other district departments and local authorities, as needed.

Late Pick-up

Extended Learning ends at 6:30 p.m. each day. After 6:30 p.m., the late pickup fees are as follows:

<u>Times</u>	<u>Fees after 1st incident</u>	<u>Fees after 2 incidents</u>
6:30-6:45 p.m.	\$15/child	\$30/child after 2 incidents
6:45-7:00 p.m.	\$30/child	\$60/child after 2 incidents
After 7:00 p.m.	\$50/child	May result in dismissal

Late pick-up fees are due before or with next month's tuition. Upon the fourth incident, your child may be dismissed from the program. Dismissal may occur prior to the fourth occurrence under the circumstances described below.

Failure to pay fees by the 1st of the following month may result in removal from the program.

Lateness in excess of 20 minutes may result in dismissal after the second occurrence.

If it is 7 p.m. and Extended Learning staff are unable to reach a parent or alternate contact, or if the child's emergency/registration card does not include an alternate person who is available to retrieve the child, the District Police Department will be contacted. In any case involving District Police, the District Police may, at their discretion, involve the local police, sheriff, or other authorities. If a child is dismissed for this cause, no refunds or credits will be given.

Late pick-up history will remain on the record until the start of the following school year.

Meals and Food Service Practice

During the school year, snacks are provided to children each afternoon. Please do not send food that needs to be heated or refrigerated if your child opts to not consume the provided snacks.

In general, the Extended Learning will not provide lunch or snacks on full service days or on early dismissal days. Parents are responsible for providing lunch and snacks for their student/students on these days. Again, please do not send food that needs to be heated or refrigerated at the site. Occasionally, Extended Learning may provide meals; specifics will be provided in advance of the event.

Parent Behavior

It is important to the achievement of our goals that staff and parents work cooperatively. Parents are welcome to address any issues or concerns directly with their Site Coordinator or by calling the Extended Learning Office. We understand that your children are your highest priority, and that issues that affect them can elicit strong emotions. However, parents are not permitted to threaten, bully or harass staff or students in person, via telephone or email, or in any other manner. Any threat of physical violence toward a child, staff member or another parent, explicit or implied, will be reported to police and will result in the child's dismissal. While we welcome open discussion regarding any concerns about our program, respectful speech and behavior is expected.

Parents who fail to follow procedures and policies, interfere with the program's normal operation, or impede the staff in the completion of their normal tasks may have their child dismissed from the program. If a child is dismissed for parent behavior, there are no refunds or credits. Parents may not have contact with other students without permission from the Site Coordinator. Under no circumstances may a parent discipline, interrogate, or reprimand someone else's child.

We will not discuss or attempt to mitigate issues between parents or guardians—custodial or otherwise. Due to confidentiality, we will not give other parent's or student's contact information to anyone.

If a parent's designated alternate pick-up person or emergency contact fails to comply with the Program's rules, the parent may be asked to designate another person or withdraw from the program.

Parents must use the main Extended Day room door when entering and exiting the program.

Parent Communication

We will use our website, newsletter and communication bulletin boards to share updates to our operating procedures with employees and parents. It is the parents' responsibility to utilize our communication tools for updates, upcoming events, etc. Time sensitive issues, including information related to emergency conditions or illness or injury to a child will be immediately communicated with parents via telephone and/or email distribution list, depending on the situation. Any changes in Extended Learning policy will be communicated to parents through email and the parent board at the campus. Please inform the Site Coordinator of any updates to your contact information, including your email address. Sign-up sheets will be posted for each activity in the summer, including fieldtrips and meals, and it is the parent's responsibility to let the Site Coordinator know if their child will be participating in that activity.

Parents are responsible to keep their email address current with the Site Coordinator for all program communication. Email addresses and phone numbers can be updated – please contact your Site Coordinator about any changes.

Participating in Program Activities

If you would like to participate in off-campus activities and field trips, we require that you:

- Provide your own transportation
- Pay for your own admission and the admission of those attending with you
- Complete a district volunteer background check if interacting with children other than your own
- Sign your child out if you remove them from their group
- Sign them back in if they will be returning to campus with us
- Fees will only be covered for children entering with the Extended Learning group

Permission to Release

Updated contact information is essential to your child's continued safety. Please include at least one emergency contact complete with address and phone number and any individuals authorized to sign your child in and sign them out in the event you are unable to be reached. This information must be updated so that it is current at all times. Your child will only be allowed to leave with the persons listed on the registration card.

Personal Belongings

The Extended Learning Department is not responsible for lost or stolen items. Please do **not** send electronics, toys, games, or other personal belongings with the students. Be sure to label all jackets, backpacks, and other items with your child's name.

Registration

You may complete the online registration through the [Extended Learning website](#) by logging into www.ezchildtrack.com/fbisdeld/parent. Registration for both afterschool programs is through EZChildTrack and registration for any community education or Success Zone classes is through EZComEd, www.ezcomed.com/fortbendis/customer.

Reporting Child Abuse and Neglect

Our staff receives annual training to prevent, identify and respond to child abuse and neglect. Anyone who suspects or has any knowledge of suspected abuse or neglect must report it within **48 hours** to Texas Department of Family and Protective Services through the following means:

- Phone number: 1-800-252-5400
- Website: www.txabusehotline.org (24 hours a day, 7 days a week)
- Staff will call 911 if a child appears to be in immediate danger

Request for Records

If a parent is interested in requesting records from the Extended Learning Department, they may send an email to public.information@fortbendisd.com to request records. Upon review, the FBISD Legal Department will send a request to Extended Learning for the records; and then Legal will provide them to the requestor. Extended Learning employees do not provide the records directly to the parent.

Sign-in and Sign-out Policy

All students must be signed in and out by an authorized person upon arrival and departure from the program. No student will be admitted to or released from the program unless he or she is accompanied by a parent, legal guardian, or a pre-designated person 16 or older with identification. Extended Learning will not release a child to anyone who is under the age of 16 or anyone who cannot or will not present valid photo identification. Identification must be shown whenever a student is picked up by someone unfamiliar to the staff. Students may only be signed in and out of the program once per day; once a student leaves for the day, they may not return.

For your child's safety, he or she must be accompanied to the Extended Day room by an adult. If they come unsupervised, they will not be allowed to attend the program. Bad weather days are no exception. Students will not be released to ride their bikes home, walk home, or ride the bus.

If your child attends an on-campus after-school activity, including tutoring, mentoring, and other school-sponsored activities, you must give Extended Learning written permission in advance of the event. Multiple dates may be authorized in a single letter, but the letter must include dates, times, responsible parties, and the location of the event. Extended Learning will not release children to activities for which we do not have advance permission from a parent or guardian.

The registration card indicates who is authorized to pick a child up. If you call to give pick-up authorization to someone not listed on the card, the Site Coordinator must complete a verification process. If we are unable to verify a person's authorization through our defined process, we will not release the child.

FBISD does not allow private tutors and therapists to come on campus and work with students. Extended Learning adheres to this procedure and does not allow it while the children are in our care.

For safety reasons we do not allow in and out pick up for Extended Learning students other than for dental and medical appointments, in which case the dental/medical return to school note is required. A child who missed the school day will not be allowed to attend Extended Learning that day.

Student Dismissal

If a student is dismissed for any reason, they are not eligible for re-entry for a full calendar year at any campus. If the campus has a waiting list, you may add your child to the waiting list once the one-year period has elapsed.

Student Behavior and Discipline

Extended Learning expects that children will conduct themselves in a responsible manner, exhibit an attitude of respect toward others, respect and obey the rules during the program, remain with their group and staff at all times, take care of materials and equipment properly and return items to their place before taking out new materials. Employees will communicate and enforce clear, consistent behavior expectations to ensure each child is safe and engaged in the Extended Learning experience.

Students who are unable to follow District, school, and Extended Learning rules will be disciplined in accordance with the severity of the offense and the options available to Extended Learning, up to and including dismissal from the Program. Parents will be notified of any discipline issues with their children, and will be advised of consequences that will result if the behavior recurs. The goal of our discipline measures are to redirect and teach

children to follow acceptable behavior standards. Any disciplinary concerns are documented and then discussed and shared with parents, and there is careful consideration of any consequences given, including probation, suspension or dismissal. If warranted, students can be suspended from the Program and will not be able to attend on a specific day(s). This includes any activities that were scheduled for that day. If students are suspended or dismissed from the Program, there will be no refunds for gaps in service.

Students who exhibit violent behavior or other behavior that leads to injury of other students or staff will be removed from the program. Students who possess or display a weapon at Extended Learning will be dismissed. Students shall not vandalize or otherwise damage or deface any property, including furniture and other equipment, belonging to or rented by the school district. Parents, guardians, or students guilty of damaging property, whether it belongs to the school district, community, or private citizen, shall be liable for damages in accordance with the law. Failure to make restitution will lead to dismissal from the program.

If the Extended Learning Department decides on suspension or dismissal as an appropriate course of disciplinary action, the school principal may be apprised of the situation.

The Extended Learning Department will not enforce consequences imposed by parents or school staff for infractions committed at school or at home.

In general, records and consequences of disciplinary action will carry through the Summer Program and be refreshed at the start of the following school year. However, repeat behaviors from late spring and/or summer may carry over into fall. Children who have been dismissed from the Program will not be allowed to return for one full calendar year, and children who have been dismissed twice will not be allowed to return. Parents seeking to re-enroll a child who has been dismissed are subject to availability and waiting list requirements. Decisions on consequences of disciplinary action will be handled on a case by case basis.

If a child is dismissed due to his/her behavior, there will be no refunds, nor will a credit be issued.

Extended Learning adheres to the following discipline and guidance policy:

What methods of discipline and guidance may a staff member use?

(a) Each disciplinary measure must:

- (1) Be consistent with our policies and procedures;
- (2) Not be physically or emotionally damaging to the child;
- (3) Be appropriate to the child's age and level of understanding;
- (4) Be appropriate to the incident and severity of the behavior demonstrated.

(b) An employee may only use positive methods of discipline and guidance that encourages self-esteem, self-control, and self-direction, including 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;
- (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.

What types of discipline and guidance or punishment are prohibited?

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 access;
- (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;
- (9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

Transfers

You may transfer from one program to another within the district at no additional charge and with no interruption in service after notifying your current Site Coordinator, provided there is space for your child in the new school's program and your account is up to date.

Visiting the Program

Parents are welcome to visit the program to observe their child, the facility, or program activities. All visitors to the program, including parents, must sign in with the Site Coordinator upon arrival and sign out when they depart. To ensure a safe environment, no visitor will be left unattended with children or permitted to walk the facility unaccompanied. When parents visit the program, they must enter and exit through the Extended Day doors.

Withdrawal

Parents who withdraw their child from the program at any time during the month are still responsible for the full tuition that month. A written two-week notice is required in order to avoid being charged for the following month. There is a form available on the Extended Learning website that can be used. Parents will be held responsible for outstanding balances at the time of the withdrawal. Returning students may be placed on a temporary waiting list if one exists at the campus.

For example, if on September 2nd, you submit written notice to withdraw your child from the program, the withdrawal would be effective October 1st. Tuition is still due for September and no partial refund would be given. The number of days of attendance in September is not taken into consideration. Notice must be received two weeks prior to the 1st of the month in order not to be charged for that month.

Comments, Suggestions and Concerns

We welcome your feedback, and we appreciate the opportunity to address any concerns you have about the program or your child's experience in it. General program questions (registration, hours, contacts, etc.) can be directed to the Site Coordinator at your child's campus. However, it is recommended to schedule a time in advance to ensure that he/she is available. We also encourage you to use the suggestion box feature found on our web page www.fortbendis.com/extendedlearning or you can provide feedback via email to extendedlearning@fortbendis.com. If your concern is not resolved at that level, please contact the area supervisor for your child's campus. Campus contacts and supervisors are listed on the website. For other concerns or issues, please call the main number at 281-634-4220 and you will be directed to the appropriate contact or administrator.