

**WILBUR
CHARTER
BEFORE/AFTER
CARE PROGRAM
POLICIES
&
PROCEDURES**

WELCOME

On behalf of Friends of Wilbur we would like to welcome you to Wilbur Charter's Before/After School Program. The following information will address our policies and procedures and is designed to help your family become more familiar with our program. Our goal is to provide a first class Before/After School Program for children in TK – 5th grades. The purpose of the Program is to provide children with a safe and nurturing environment with quality care. The following policies and procedures will serve as guidelines for the successful accomplishment of our goal.

NONDISCRIMINATION POLICY

Our staff welcomes children of all racial, ethnic, and cultural backgrounds for the sense of community we strive for in our world. We will not discriminate on the basis of race, religion, cultural heritage, ethnicity, country of origin, sexual orientation, political beliefs and mental or physical limitations, or any disability.

HOURS OF OPERATION

Our Before Care Program operates 7:00 am to 8:01 am each school day. Our After Care Program operates Monday through Friday from 2:30 to 6:00 pm. On Tuesdays, due to banked time days, the program operates from 1:29 pm to 6:00 pm. On minimum days the program will operate from 12:45 to 6:00pm.

WAITING LIST/PRIORITY FOR ENROLLMENT

There is generally a waiting list for the Program. The Program is intended *primarily* for the benefit of families with two working parents or working single parents. Accordingly, children of such families will be given the highest priority. The next priority will be given to those requesting the greatest number of days attendance per week. Within each group, those already in the Program and their siblings will be placed higher on the list than new applicants.

ENROLLMENT/TUITION

Registration

An annual non-refundable **registration fee of \$25** is due every year to reserve your child's place in our program, whether your child is new, or returning to the program. Each child must be enrolled a minimum of 3 days per week in Before Care or After Care. Tuition will not be prorated or credited for missed days.

Before Care/After Care Fees:

All fees are to be paid on a flat, monthly rate beginning on August 1st based on school being in session for 180 days per year. Your June payment will be pre-paid in your August tuition. The monthly rate provided upon enrollment will stay consistent throughout the school year, regardless of absences for illness, religious holidays or personal events.

Before Care:

3 days per week = \$54 per month

4 days per week = \$72 per month

5 days per week = \$90 per month

After Care:

3 days per week = \$195 per month

4 days per week = \$260 per month

5 days per week = \$325 per month

Tuition Payments

Payments are due on the 1st of each month. Thirty days notice must be given in writing to change your child's days of attendance. **A \$50 LATE FEE will be charged if payment is not received by the 10th of the month.** If the tuition payment is late more than two times in a row, it may result in termination from our Before Care/After Care Program. **We will contact you by phone and/or email to let you know that your child will be sent to the main office after school and will not be able to attend our program until all payments and late fees are paid in full.**

Payments can be made in one payment for the full year, two semester payments (one in August and one in January) or through monthly payments. We accept Visa, MasterCard, checks and cash. If you choose to have payments automatically taken from you credit card account, please fill out a credit card authorization form and email it to billing@friendsofwilbur.com.

Please note: Families with a history of recurring financial delinquencies and late payments, and/or student behavioral problems may not be allowed to re-enroll in our Before/After Care Program. If you have a balance from a previous school year, enrollment will be denied until your balance is paid in full. We reserve the right to send your account to collections which may have a negative impact on your credit.

Checks

If your bank returns a check due to insufficient funds, there will be a \$20 charge added to the amount owed. After one check has been returned for non-sufficient

funds, we will only accept cash, money order, cashier's check or credit card as a form of payment.

Credit Cards

You are required to provide both a primary and secondary credit card. If the primary credit card is declined, the secondary card on file will be charged. Should both cards decline, cash, check or money order will be required. We are not responsible for any charges due to a decline or overdraft. If you need to change the credit card on file, you must complete a new CC Authorization prior to the 1st of the month and email it to billing@friendsofwilbur.com. We cannot accept credit card information over the phone. A stolen or lost credit card must be reported to the Program Director and a new card with new payment information provided. **If paying by credit card, a \$4.00 credit card fee will be charged each time your credit card is processed for payment.**

Receipts/Statements/Invoices

We do not distribute automatic receipts, statements or invoices. Receipts, statements and invoices are available upon request only.

Late Pick-Up Fee

Our After Care Program ends at 6:00 PM. Please pick-up your child by 6:00 pm to avoid the **LATE PICK-UP FEE**. If your child remains in the care of our After Care Program past 6:00 pm there will be a \$1 per minute charge for every minute he/she remains. Remember that your child as well as our staff worries about you when you are late.

Splitting Tuition

When paying by credit card, all parties involved must fill out a Credit Card Authorization Form. When paying by check or cash, the parties involved are responsible for submitting payments in a timely manner. Our office is not a mediation service and will not intervene or speak on behalf of one parent/guardian or another. All financial obligations need to be worked out privately between the parent(s)/guardian(s).

Discounts/Discounted Months

Our staff serves your children during all early dismissal days, minimum days, and teacher-conference days throughout the entire school year at no additional cost; therefore, no months will be discounted. We will not discount tuition if you decide to start/leave the program in the middle of the month.

Refunds/Credits

- Are determined on a case-by-case basis.
- Are not given for sickness, absences or family vacations.
- Are not given if you fail to notify us in writing of your child leaving the program and/or any changes in their schedule 30 days in advance. This includes all forms of payment.
- Thirty days notice must be given in writing for dropping our program or changing the form of payment.

Change in Schedule

Notice of any changes to your child's schedule (i.e. days of attendance) **MUST** be given in writing by turning in a "CHANGE IN SCHEDULE FORM" **30 days in advance**. Please email your completed form to billing@friendsofwilbur.com. A change in schedule CAN NOT be given at the program site or to site staff.

Withdrawal from the Program

We must be notified in writing if you intend to **withdraw** your child from the Before/After Care Program. You must fill out a "WITHDRAWAL FROM" and email your completed form to billing@friendsofwilbur.com. **30 DAYS NOTICE IS MANDATORY FOR ALL FAMILIES**. Notice CAN NOT be given at the program site or to site staff.

ARRIVAL & DISMISSAL

TK and Kindergarten students will be picked up daily from their classrooms by our staff when school is dismissed. Students in grades 1-5 will walk by themselves to the After Care Center and check in when they arrive. Students must be picked up from our program by 6:00 PM.

Sign In/Out Sheets

- Children must be signed In/Out DAILY. **Your full legal signature** is required and initials are not acceptable. Additionally, the actual time of drop off and pick up must be clearly recorded. Failure to do so may result in termination from the program.
- Any individual who is picking up your child must be authorized to do so in writing. A PHOTO ID will be required from all persons listed on your *Authorized Pick-up List*, which is on file.
- Sign In/Out sheets are audited monthly. Any additional hours or days attended will incur an additional fee.

HOMEWORK POLICY

Homework time is offered during our After Care Program. Although staff is available to assist the students, we are unable to offer one-to-one tutoring services. It is not the responsibility of the After Care Program to ensure that a child's homework is completed or correct.

SNACKS

Before Care: No snacks will be provided; however, children are welcome to bring their own breakfast.

After Care: A snack is provided each day to children in the Program. The snack is provided as part of the monthly tuition at no additional charge. The snack menu is posted monthly on the bulletin board in the Parent Center. Contact the Program Director if alternate arrangements need to be made for daily snack. Please be sure to note any dietary restrictions or food allergies your child may have on the Aftercare Program application form.

STAFF

Within 30 days of employment, all employees of the program must take and pass health screening and receive fingerprint clearance from the Department of Justice. All employees are CPR certified and have a minimum of 12 units of college courses taken at an accredited learning institution.

NUMBER OF STUDENTS/STAFF

There shall always be at least one adult employee for every fourteen students present at any one time. The staff will be comprised of one teacher and aides.

DISCIPLINE

Corporal punishment, infliction of bodily pain, deprivation of essentials, verbal abuse or any type of degradation or humiliating punishment is prohibited. Instructive discipline will be used to enforce Program rules and increase participation. Staff will explain the reason for rules where appropriate/practical, as this is helpful in improving adherence. Discipline must be regarded as a

learning process by which staff helps the child to have the experience they need, so that they can live in reasonable conformity with accepted standards of social behavior. Focus is placed on helping the child acquire self-control skills. This follows the discipline policy of LAUSD/Wilbur Charter, and all children attending Before/After Care, and their parents, must adhere to these rules.

Note: *We will make every effort to insure that your child's experience is a positive one, however, we are under no obligation to keep a child in the program. If a determination is reached that behavioral needs exceed the services/staff we are able to provide, your child will be terminated from the program. No refunds will be given.*

TERMINATION

We may terminate a child's enrollment in the program effective immediately if any of the following conditions arise:

- Failure of parents/guardians or child(ren) to follow our policies and procedures.
- Parents/guardians or child(ren) are verbally or physically abusive to staff and/or other children.
- Disruptive behavior that cannot be redirected.
- In the sole judgment of the Program Director, a child's behavior threatens the physical or mental health/well-being of one or more other children participating in the program.
- Nonpayment of fees after two (2) notices.
- Not signing your child out after three (3) times.
- Late pick up, after 6pm, after three (3) occurrences.
- Parent fails to pick up child promptly when notified child is ill.
- Failure to provide timely updates of information and records.

MEDICAL

- Children must be fever free/vomit free for 24 hours before returning to our program.
- If a child is diagnosed with lice or conjunctivitis ("pink eye") the school's nurse MUST clear them to attend school before they can return to our program

Medications

Children will not be given any over the counter or prescription medication by our staff. Parents/guardians must make necessary arrangements to administer prescribed and/or over the counter medications themselves.

Allergies

We make every effort to address specific allergies, however, we cannot be responsible for what other families pack for snack (i.e. peanut allergies). Please be sure to indicate any allergies on your child's enrollment/medical history forms.

COMPLIANCE WITH ADA

The Program will comply with The Americans with Disabilities Act (ADA). It prohibits childcare providers and centers regardless of size from automatically denying a child admission or continued care based solely on his/her disability. Any disabled child that wishes to attend the program will have their needs and conditions evaluated. Disabled children will be permitted equal, non-segregated inclusion in the Program, to the extent appropriate to the child's needs. The Program may only refuse admission to a Disabled child under limited circumstances as specified in the ADA.

ARBITRATION

Agreement to Arbitrate

a. If a dispute arises between the parties as to any of the terms and conditions of this agreement, or a breach thereof, the parties agree to designate a retired Judge as a Mediator through either ADR or JAMS, the cost to be split equally between the parties. If the matter cannot be resolved by mediation, then the parties agreed to appoint a retired Judge to conduct an arbitration which shall be binding upon all parties as to all issues, with the costs and fees, including attorney fees, to be determined by the arbitrator.

b. For the purposes of this agreement to arbitrate, references to FOW include all subsidiary and related entities/representatives and their Contractors, supervisors, officers, directors, owners, agents, benefit plans, benefit plan sponsors, fiduciaries, administrators, affiliates; and all successors and assigns of any of them, and this agreement to arbitrate shall apply to them to the extent Contractor's claims arise out of or relate to their actions on behalf of FOW.

c. In consideration for and as a material condition of this agreement, you agree that final and binding arbitration is the exclusive means for resolving the claims outlined in this Agreement. This Agreement is a waiver of all rights you may have to a civil court action on any dispute outlined by this Agreement. Accordingly, only an arbitrator, not a judge or jury, will decide the dispute, although the arbitrator has the authority to award any type of relief that could otherwise be awarded by a judge or jury.