



# Parent Handbook 2019-2020

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**Copperfield Elementary**

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**Dearing Elementary**

(512)594-4530

**Delco Primary**

(512)594-6230

**Dessau Elementary**

(512)594-4630

**Highland Park Elementary**

(512)594-6830

**Mott Elementary**

(512)594-4730

**Murchison Elementary**

(512)594-6030

**Northwest Elementary**

(512)594-4430

**Parmer Lane Elementary**

(512)594-4030

**Pflugerville Elementary**

(512)594-3830

**Riojas Elementary**

(512)594-4130

**River Oaks Elementary**

(512)594-5030

**Rowe Lane Elementary**

(512)594-6630

**Springhill Elementary**

(512)594-5430

**Timmerman Elementary**

(512)594-4230

**Wieland Elementary**

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**Windermere Elementary**

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**General Information & Payments**

(512)594-0148

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*\*\*Please see campus specific phone numbers listed above\*\**

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## Mission

The Mission of the Pflugerville ISD Extended Day Program is to provide a safe and supportive family environment that enriches social skills and enhances the student experience within a childcare setting.

## Handbook Acknowledgement

This handbook will familiarize you with the Extended Day Program policies and procedures as they relate to the tuition based after school service. Some topics outlined in this handbook and its amendments are addressed in further detail in the District's Student-Parent Handbook and the Texas Department of Family and Protective Services Minimum Standards for School-Age and Before and After-School Programs. Any modifications to our operating policies or procedures will be captured in amendments to our Parent Handbook, and will be communicated through email distribution list. Your electronic signature on the registration form is your acknowledgement that you have reviewed this handbook and understand its contents.

## Program Overview

This campus-based program will allow for a seamless transition from the classroom to after school care, achieving a successful school and play relationship to build respect for self and others. The intent of the Extended Day Program is to provide quality care that not only provides a safe environment, but also provides an atmosphere in which the school experience of the individual student is enhanced. The Extended Day Program operates after school programs at all PfISD elementary campuses.

The goals of the Extended Day Program are:

- Focus on educational, social, and physical needs of all students
- Provide working families with a safe, secure environment for after school care
- Attract and maintain quality staff dedicated to the well being of all children
- Expand community outreach and partner involvement
- Leverage technology to meet student, parent, and administrative needs.

## The Extended Day Program After School Experience

The Extended Day Program has many components to keep your student engaged during after school. While each campus is unique, you can expect to see the following at each:

- **Homework Time**—Students are provided a quiet environment dedicated to homework Monday thru Thursday. Books are available to read for students who have completed their homework. The amount of time dedicated to homework varies by grade level. Students who require additional time will be accommodated provided staffing and scheduling allow. Each student is responsible for his/her own homework. The Extended Day Program staff are not responsible for checking a students homework, nor confirming that the student has an assignment on any given day. Tutoring and direct homework assistance are also not provided. However, the Extended Day Program staff will provide direction and assistance when possible. Homework and reading time are not used as a discipline tool.
- **Snack**—Each student is offered a daily snack that meets DFPS Minimum Standard requirements.
- **Outdoor/Gym Time**—Students are provided structured and unstructured time for physical activities.
- **Centers/Art**—Age appropriate centers and art activities to keep students entertained.
- **Computer Time**—Students are permitted to go on district-approved websites to continue learning.
- **CATCH Curriculum**—Used to facilitate active play both indoors and outdoors.
- **Enrichment Activities**—Activities may include science, music & dance, technology, dramatic play and more.
- **Parent Events**—Monthly activities provided to parents by our campus staff to help engage relationships.

## **Attendance**

If your child will not be attending the Extended Day Program due to illness or other circumstances, please notify your Site Director 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 Director to ensure its delivery. On days your child is absent from school due to illness, suspension, or other reason, attendance in the Extended Day Program is not permitted.

## **Operating Hours**

The Extended Day Program is open from school dismissal until 6:30pm. On early dismissal days the Extended Day Program is open from early dismissal until 6:30pm. When the Extended Day Program operates on a full day schedule, such as Camp dates and All Day Outs, the hours are 7:00am—6:30pm.

## **All Day Outs**

The Extended Day Program provides care on PflSD school days as well as serving students on staff development and teacher work days beginning with the first day of school each year. The Extended Day Program service calendar is available both online and at the Extended Day Program office. On staff development and teacher work days, the Extended Day Program will be open at limited sites for combined services at assigned schools. Therefore, we will ask you to sign up for care in advance of the staff development and teacher work days so we will know how many children will be attending and can communicate clearly with you about our plans.

## **Camps**

For an additional fee the Extended Day Program will operate a Fall Camp, Winter Camp, Spring Break Camp and Summer Camp. Locations of these camps are determined at least one month prior to the holiday. Dates are found on the Extended Day Program service calendar. A parent/guardian must complete a separate enrollment form and registration process for camp services.

## **Emergency Closing of Schools**

Students and parents should listen to local radio and television station, or visit the District website for weather closing announcements before and during school. If the school is closed, so is the Extended Day Program. If you receive notification that the school is closing for the day, the Extended Day Program will be closed as well. In the event the 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**

Pflugerville ISD takes every reasonable precaution regarding the safety of its students, employees, visitors, and all other stakeholders. The Extended Day Program coordinates its emergency plans and procedures with those of the entire District to ensure an efficient and effective response and recovery when incidents occur. It has adopted and implemented multi-hazard emergency operations plans, including one specific to the unique needs of the Extended Day Program. The plan addresses mitigation, preparedness, response, and recovery and embraces the National Incident Management System for command, control and coordination. In addition, the program submits to regular audits and tests, training and exercise, including training specific to after-school and extracurricular programs.

Pflugerville ISD depends upon city-county first responders for incident support and the Pflugerville ISD Police Department, which is now operated and managed through Pflugerville ISD. This allows for 24-hour 9-1-1 emergency dispatch from which dispatch and coordination among area first responders occurs and where other vital information is conveyed. The non-emergency number for the Pflugerville ISD Police Department is (512)990-6700 and press 0.

The Extended Day Program Emergency Operations Plan is on file at the Extended Day Program office. However, in the best interest of the students and staff, much of this information is sensitive and cannot be reproduced or disseminated without permission from the Pflugerville ISD Director of Health & Safety.

## **Enrollment Eligibility**

Students of Pflugerville ISD may enroll in the Extended Day Program if they are currently enrolled in grades PK-5. Pre-K students at that school who get out of class at the regular end of the school day may enroll as long as the child will be at least 4 years old by September 1st of the school year of enrollment.

Due to staffing ratios and budgetary restrictions, and because the Extended Day Program is not part of the Pflugerville ISD academic program, certain restrictions apply for enrollment. If a child's needs surpass what can be met in a student-to-child ratio of 1:22, the Extended Day Program is not a suitable option for after school care. At a minimum, students are required to not exhibit violence/aggression, remain in the designated program areas, and toilet independently.

We may need to discuss your child's needs and any required accommodations with you prior to confirming enrollment. Extended Day Program administration will engage in an individualized and thorough review and assessment of any students special needs or request for accommodations. This can include consulting with teachers, administrators and other campus employees to determine if the Extended Day Program is an appropriate option for your child. Extended Day Program staff members are employees of Pflugerville ISD and, as such, are school officials who have access to a child's Pflugerville ISD records. Student records reviewed by the Extended Day Program 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 form. Failure to disclose special needs at the time of registration may result in dismissal from the program.

## **Registration Process**

The Extended Day Program uses an online registration process that can be accessed via the district website. Once you have submitted your students online application you will receive a verification email stating that the form was submitted successfully. When your application has been processed by the Extended Day Program office you will receive an additional email with instructions on how to complete the registration. Registration forms are processed in the order they are received. Incomplete registration forms will not be processed. Due to enrollment restrictions some campuses may be subject to waiting list. If your student is placed on a waiting list you will be notified via email.

## **After School Fee and Payment Information**

Tuition rates for the Extended Day Program are set by the Pflugerville ISD Finance Department annually each spring. The monthly tuition rate is set as equal payments, other than August which is a reduced rate, regardless of any holidays that may occur in some months.

The Extended Day Program after school yearly tuition is \$2700. The payment schedule is as follows:

- \$180 for August
- \$280 September thru May

## **Tuition and Fee Guidelines**

- The Registration Fee and Tuition are non-refundable and non-transferable.
- The Registration Fee for after school is \$75 for an individual or \$110 per family.
- The annual cost of the program is divided into nine equal monthly payments with the exception of August. The tuition rate for August is determined by the start date of school.
- 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 business day of each month.
- A \$25 late payment fee per student will be added after the fifth business day of each month.
- Students will be removed from the program after the tenth business day of the each month for outstanding balances on tuition and fees. If dismissed due to non-payment, the parent/guardian is responsible for providing alternate after school care for the child beginning on the date of dismissal.

- The registration fee must be paid again to re-enroll and outstanding balances must be cleared prior to re-entry, provided there is availability at the campus.
- No refunds will be issued for withdrawing during the month.
- To voluntarily withdraw your student from the Extended Day Program you must submit a written notice at least two weeks in advance of the last day of service.
- You may transfer from one Extended Day Program to another within the district, if space is available, at no additional charge and with no interruption in service after giving written notification and receiving confirmation of the transfer. Your account balance must reflect a zero balance at the time of transferring enrollment.
- Tuition and Fees are non-refundable in the event your student is suspended or removed from the program for any reason.
- There will be no refunds or credits for inclement weather conditions, school closures, student behavioral issues, or missed field trips/enrichment activities.

### **Camp Fee and Payment Information**

Tuition rates for the Extended Day Program Fall, Winter, Spring Break and Summer Camps are set by the Pflugerville ISD Finance Department annually each spring. Extended Day Program Camps are not included in the after school tuition and require a separate registration process and fee.

The Extended Day Program Camp Tuition and Fees are as follows:

#### **Fall Camp**

Registration Fee—\$35 per family

Tuition—\$40 per day or \$105 for all three days

#### **Winter Camp**

Registration Fee—\$35 per family

Tuition—\$40 per day or \$105 for all three days (note: there are two separate weeks of Winter Camp)

#### **Spring Break Camp**

Registration Fee—\$35 per family

Tuition—\$40 per day or \$175 for all five days

#### **Summer Camp**

Registration Fee—\$35 per family

Tuition—\$165 per week (note: there are no daily rates for Summer Camp)

Deposits—\$25 per week selected due at the time of registration.

\*\*\*The deposit reserves your student's seat at the selected camp and goes towards the tuition cost\*\*\*

\*\*\*Registration Fees and deposits are non-refundable and non-transferable\*\*\*

### **Acceptable Forms of Payment**

The Extended Day Program accepts cash, money orders, cashier's checks, local pre-printed personal checks and electronic payments through Tuition Express. Checks should be made payable to Pflugerville ISD Extended Day Program. In the memo section of the check please write the students full name and campus. We are unable to accept business checks, temporary checks, or out-of-town checks. Credit card payments (Visa, MasterCard, or Discover only) are the only payments accepted at the campus.

When you provide a check as payment, you authorize the Pflugerville ISD Extended Day Program either to use information from your check to make a one-time electronic funds transfer from your account, or to process the payment as a check transaction. When we use information from your check to make an electronic funds transfer, funds may be withdrawn from your account as soon as the same day your payment is received, and you will not receive your cancelled check back from your financial institution.

## **Returned Check and Tuition Express Declined Draft Policies**

Pflugerville ISD has contracted with an outside agency for the collection of all returned checks. Under this contract, the District's depository bank sends all returned checks directly to the outside agency that handles all aspects of collecting returned checks, and assesses a fee per returned check. If a second check is returned, all subsequent payments to the Extended Day Program must be made by cash, money order, or credit card.

Declined electronic auto drafts may also be assessed a fee by the outside collection agency. It is the responsibility of the account holder to inform the Extended Day Program office of any changes to auto draft accounts in order to ensure the draft will go through as scheduled. If a second draft is declined, all subsequent payments to the Extended Day Program must be made by cash, money order or credit card. Declined electronic auto draft charges will be subject to late fees if payment is not received by the due date.

A returned check or declined auto draft payment will result in a \$25 Returned Payment Fee charged directly by the Extended Day Program in addition to any fees charged by outside collection agencies. Extended Day Program late payment fees and deadlines still apply.

## **Reimbursements**

Reimbursements for after school tuition will occur only when requested in writing and approved, and the request must occur within the first 5 business days of the month. Some fees are non-refundable and non-transferable including registration fees, camp deposits, and tuition for days a student does not attend due to disciplinary suspension from the Extended Day Program for failure to follow behavioral expectations. Any request for an exception to this procedure due to extenuating circumstances must be received in writing by the Extended Day Program office within 10 business days after the payment is received by our office.

## **Agency Assistance Programs**

The Extended Day Program contracts with a variety of agencies that offer childcare subsidies including, but not limited to, Workforce Solutions (CCS), City of Austin, ACC and Child Care Aware of America. We do accept agency subsidies throughout the entire calendar year of services. In addition to completing all Extended Day Program required enrollment processes, customers are responsible for contacting the agency directly, completing agency enrollment requirements, and verifying eligibility based on the agency's guidelines. Payment of fees is the responsibility of the customer unless the agency contract agreement reassigns that responsibility in part, or in full, to the agency.

## **Financial Assistance Scholarships**

There are a limited number of partial scholarships available through the Extended Day Program for use toward tuition for all of the programs offered by the Extended Day Program. The Extended Day Program Financial Assistance applications are available by contacting the Extended Day Program office. Completed applications must be submitted with all required accompanying documentation and must be renewed every six months. Applications for each school year will be made available beginning in August of that year and will be accepted through May.

## **Health Information**

### **Child Health**

The Extended Day Program does not maintain a nurse or health care professional on staff. In the event that a student soils his/her clothing, a parent/guardian will be contacted for immediate pick up. Parents are encouraged to send an extra set of clothes for students in their backpacks for use during the Extended Day Program. The Extended Day Program staff are not responsible for assisting in the changing of the students. The Extended Day Program does not provide or keep extra clothing on site for students.

The Extended Day Program will not apply or provide insect repellent or sunscreen during the day. Concerned parents are strongly encouraged to apply these items to their students prior to program time. Parents may send these items with their students to be used during the day. Students who do not require assistance are able to apply these items themselves throughout the day.



## **Illness and Exclusion Criteria**

Students are prohibited from attending the Extended Day Program if the following conditions are present:

- The student's illness or injury prevents them from participating comfortably in program activities, including outdoor and gym play.
- The illness results in the need for more care than we can provide without compromising the health, safety and supervision of the other students in the program.
- The student has an oral fever of 100.0 degrees F or above.
- The student displays 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 student may be severely ill.
- A health care professional has diagnosed the student with a communicable disease or condition (i.e. head lice, ringworm, etc...), and the student has not received medical documentation indicating the student is no longer contagious.

If the student appears ill or injured at the time of arrival or becomes ill or injured while under our care, the Extended Day Program Site Director or staff will contact the parent to pick up the student and provide appropriate care apart from the other students until the parent arrives. Students must be free of fever, without the use of fever reducing medications, for 24 hours prior to returning to the Extended Day Program.

## **Injuries**

All injuries and incidents will be documented and presented to you for signed acknowledgement. Minor injuries such as minor cuts, scratches and bruises will be treated by the Extended Day Program staff, and you will be notified when you arrive to pick up your student. If a student becomes ill or suffers a significant injury while in our care, you will be contacted by phone and asked to pick up your student as soon as possible. If it is determined that the illness or injury require immediate professional care, we will call for an ambulance to transport your student to the nearest hospital. Hospital preference listed on the registration form will be shared with the emergency medical personnel; however, the medical personnel will make the 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 cost 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 student's participation in Extended Day Program activities, and agree to indemnify and hold harmless the District, its Trustees, employees, and agents from all claims made against them on behalf of your student.

## **Medication**

If the student has a known medical condition (i.e. asthma, diabetes, seizures, etc...) and/or takes any type of prescribed medication, parents must inform the Extended Day Program prior to enrollment. There is a space provided on the registration form for this information.

Whenever possible, medication should be administered at home, or by the school nurse during regular school hours. All medications must be listed on the emergency form, whether or not it will be administered at the Extended Day Program. In the event of an emergency, this information is critical to determining treatment and preventing potentially harmful drug interactions.

Generally, medication will not be administered during the after school program, however when it is necessary to administer medications (i.e. inhalers and EPI pens) to a child at the Extended Day Program, the administration of that medication must meet the guidelines in the District's Student/Parent Handbook and The Department of Family and Protective Services Minimum Standards for Day Care Operations. (Chapters 744 or 746)

The following conditions must be met.

- All medicine, prescription or non-prescription, must be hand-delivered in its original container by the parent to the school nurse or the Site Director. Medication cannot be shared between the school day and afterschool program.
- Each medication must be accompanied by an Extended Day Program provided permission to administer medication form that includes the student's full name, name of the medication, dosage, when medication is to be given, reason it is given, date, and signature of parent or guardian.
- 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 Director will clear other medical needs with the Program Manager.

All medications will be stored in a locked area and therefore out of the reach of children.

Medication and the Medical Authorization Form must be provided prior to enrollment. Failure to provide the medication or the authorization form will result in delay of the enrollment or removal from the program.

### **Immunizations**

Students are required to have all immunizations up to date as required by the Texas Department of Health. Immunization records will be kept on file in the school nurse's office. During camp enrollment, students not enrolled in Pflugerville Independent School District must provide an up to date immunization record prior to completion of the registration process.

Extended Day Program staff members are not required to submit immunization records, nor does the Extended Day Program have immunization records for staff on file.

### **Late Pick Up**

The Extended Day Program ends at 6:30 p.m. each day. After 6:30 p.m., a late charge of \$1 per minute, per student will be assessed. Late pick-up fees are due within five business days of the incident. If fees remain unpaid after five business days, your student will not be allowed to attend the Extended Day Program until your account is paid in full. Upon the fourth incident, your student may be dismissed from the program. Dismissal may occur prior to the fourth occurrence under the circumstances described below.

Lateness in excess of 20 minutes may result in dismissal after the second occurrence. If it is after 7 p.m. and the Extended Day Program is unable to reach a parent or alternate contact, or if the student's emergency/registration form does not include an alternate person who is available to retrieve the student, the Police Department will be contacted.

### **Sign In, Sign Out Procedures**

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

For your student's safety, he/she must be accompanied to the Extended Day Program by an adult. If your student comes 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 student attends an on-campus after school activity, including tutoring, mentoring and other school sponsored

activities, you must give the Extended Day Program 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. Students will not be released to activities without advanced written consent from the parent/guardian.

The registration form indicates who has been authorized to pick up your student. If you call to give pick up authorization to someone not listed on the registration form, the Extended Day Program Site Director or Office staff must complete a verification process. If we are unable to verify a persons authorization through our defined process, we will not release the student.

Due to safety concerns we do not allow students who have been picked up to return to the Extended Day Program other than for dental or medical appointments, in which case the dental/medical return to school note is required. A student who missed the school day will not be allowed to attend the Extended Day Program that day.

### **Student Behavior and Discipline**

Good behavior on the part of each child is essential to the success of the Extended Day Program and the happiness, safety and well-being of all Extended Day Program students. The Extended Day Program subscribes to the District's Code of Conduct. The Extended Day Program will follow the District's discipline policy with respect to defining and categorizing infractions. Further, the Extended Day Program will follow the campus' defined discipline policies to the extent that the recommended consequences are viable in the the Extended Day Program environment.

The Extended Day Program expects that students conduct themselves in a responsible manner, exhibit respect towards staff and students, remain with their group in assigned program areas at all times, take care of materials and equipment properly and respect and obey rules during the Extended Day Program. The Extended Day Program staff will communicate and enforce clear, consistent behavior expectations to ensure each student is safe and engaged in the program.

Students who are unable to follow District, School, and the Extended Day Program rules will be disciplined in accordance with the severity of the offense and the options available to the Extended Day Program, up to and including dismissal from the Program. Parents will be notified of any discipline issues with their students and will be advised of consequences that may result if the behavior recurs. Any disciplinary concerns are documented and then discussed and shared with the parent or guardian, and there is careful consideration of any consequences given, including suspension or dismissal. If a short term suspension (1-3 days) from the Extended Day Program is assigned due to a students behavioral infractions in the Extended Day Program, tuition for the suspension dates is still charged and is non-refundable. If the Extended Day Program recommends dismissal as an appropriate course of disciplinary action, the school principal may be apprised of the situation.

Students who exhibit violent behavior or other behavior that leads to injury of other students, injury of self, or injury of staff members will be removed from the program. Students who possess or display a weapon at the Extended Day Program 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 a private citizen, shall be liable for damages in accordance with the law. Failure to make restitution will lead to dismissal from the program.

The Extended Day Program will not enforce consequences imposed by parents or school staff for infractions committed during school time or at home. Nor will the school enforce consequences during the day for poor conduct during the Extended Day Program.

Records and consequences of disciplinary action will carry through the Summer Program and be refreshed at the start of the following school year. However, repeated behaviors from late spring and/or summer may carry over into the fall. Decisions on consequences of disciplinary action will be handled on a case by case basis.

## **Student Dismissal**

Students who have been dismissed from the Extended Day Program will not be allowed to return for one full calendar year. 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 standard space and waiting list requirements.

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

## **Discipline and Guidance Policy**

The Extended Day Program staff are expected to follow the campus Positive Behavior Support System (PBS). Doing so provides consistency between school and after school and facilitates the students success. Also, the Extended Day Program staff are expected to follow the discipline guidelines below.

### **Discipline must be:**

1. Individualized and consistent for the child
2. Appropriate to the child's level of understanding
3. Directed toward teaching the child acceptable behavior and self-control

### **A caregiver may only use positive methods of discipline and guidance that encourages self-esteem, self-control, and self-direction, which includes at least the following:**

1. Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior
2. Reminding a child of behavior expectations daily by using clear, positive statements
3. Redirecting behavior using positive statements
4. Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age

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

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

## **Parent Behavior**

It is important to the achievement of our goals that the Extended Day Program staff and parents work cooperatively. Parents are welcome to address any issues or concerns directly with the Extended Day Program Site Director or office staff. 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 student, staff member or another parent, explicit or implied, will be reported to police and will result in the students dismissal from the program. 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 programs normal operation, or impede the staff in the completion of their normal task may have their student dismissed from the program. If a child is dismissed for parent behavior, there will be no refunds or credits. Parents may not have contact with other students without the permission from the Extended Day Program Site Director. Under no circumstances may a parent discipline, interrogate, or reprimand someone else's student.

The Extended Day Program will not discuss or mitigate issues between parents or guardians—custodial or otherwise. Due to confidentiality, we will not give other parents or students contact information to anyone.

If a person/emergency contact designated by the parent/guardian fails to comply with the Extended Day Program policies the parent may be asked to designate another person or withdraw from the program.

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

### **Custodial and Visitation Issues**

It is the Extended Day Program's policy to not interfere with the custodial relationship of a student's parents. As such, our program assumes that both parents/guardians have equal rights to pick up or drop off, visit the program, or request documentation about their student. If this is not the case, it is the parent/guardian's responsibility to provide court documentation and/or legally binding parent agreements to clarify the rights and responsibilities of each parent/guardian. The Extended Day Program will adhere to the most up-to-date court document on file, without prejudice to either parent/guardian. It is our expectation that the parent/guardian keep the Extended Day Program office and campus staff out of any legal entanglements or other custodial issues and resolve any issue that may arise in another forum. Failure to adhere to this policy may result in the student's dismissal from the program.

### **Parent Communication**

You may visit the Extended Day Program website for information regarding our enrollment procedures and Program Policies. The parent handbook is also available electronically on the website. A courtesy hard copy is available to all parents at each Extended Day Program site and at the Extended Day Program office. All policy changes regarding the Extended Day Program will be communicated through the program website. Additionally, changes will be posted at the campus site on the communication board. It is the parents' responsibility to utilize our communication tools for updates, upcoming events, etc.

Parents are responsible for keeping their contact information current. Email addresses and phone numbers can be updated with the Site Director at your student's campus or at the Extended Day Program office.

### **Parent Participation and Visitation**

The Extended Day Program parents are always invited to participate in programs and events. Each campus will periodically host special events. Parents will be notified of these events on the communication board, through email, and/or by flyer.

In the event a parent wants to participate, volunteer, or observe, it is essential that he/she check in with the Site Director and follow all PflSD regulations on visitors to the classroom. This will require a photo ID and the wearing of a visitor badge. The individual visiting must be authorized as an eligible to pick on the registration document.

While visitors are always welcome, the security of all students is of utmost importance to our program. Therefore, we ascertain that it is the responsibility of the Site Director and Group Leader to manage student behavior. The visiting parent is not allowed to discipline or manage the students that are not his/her own.

## **Snack/Meals**

The Extended Day Program will provide students a snack that meets the nutritional guidelines found in the Department of Family and Protective Services Minimum Standards each afternoon. On full service days such as All Day Outs or Camps the Extended Day Program will also supply an additional snack to be served in the morning.

In general, the Extended Day Program will not provide lunch on full service days. Parents are responsible for providing lunch for their student on these days. Please do not send food that needs to be heated or refrigerated.

## **Personal Belongings**

The Extended Day Program will not be responsible for lost or stolen items. Please do not send toys, games, or other personal belongings with the students. Individual campuses may have special events that allow for items to be brought from home; however, the program will not be responsible for these items. Be sure to label all jackets, backpacks, and other items with your students name.

## **Field Trips**

Generally, field trips are reserved for camps held during the school year as well as Summer Camp. In the case a field trip is planned, there will be at least a 48 hour notice posted at the site before the event.

Permission forms and/or the Parent Acknowledgment must be signed either electronically or on paper in order for your student to attend a field trip. Your student will not be allowed to attend without proper permission from a parent/guardian. If your student will not be attending a field trip, you will need to make other arrangements for his/ her care on that day. No staff will remain at the Extended Day Program site on field trip days. Buses leave promptly at scheduled departure times, so please be sure your student is at designated campus 30 minutes prior to departure time.

All Site Directors are required to have training on bus and vehicle safety expectations prior to the field trip. Students will only be transported on District buses. Personal vehicles are not permissible for student transportation. Site Directors and Group Leaders are required to ride on the bus with students to assist the driver in supervision and behavior management or in the case of an accident.

Students attending the field trip must ride on the bus and may not ride in independent vehicles. The only exception is students riding with their own parent.

Field trips take us to a variety of new and different locations. Therefore, in the interest of safety and order, exemplary behavior is required and expected of every student in attendance. If a student engages in any disruptive and otherwise problematic behavior, the parent will be notified and the student will not be allowed to attend the next field trip.

The estimated arrival time back to the campus will be posted on the door to the Extended Day Program along with an emergency contact number of the responsible Extended Day Program staff member.

## **Parent Participation in Field Trips**

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 students other than your own
- Sign your student out if you remove them from their group
- Sign them back in if they will be returning to the campus with us
- Fees will only be covered for students entering with the Extended Day Program group

## **Swimming and Water Play**

During Summer Camp students will participate in field trips to the local public pool. Site Directors and Group Leaders are required to visibly monitor student play. A certified life guard is required, but the Extended Day Program staff is never to relinquish the care of Extended Day Program students. They must assess each child's swimming ability and monitor students at all times.

There may also be water play dates scheduled at the campuses. Care will be taken so that students are not exposed to slippery surfaces. On all water days parents should send sunscreen, a towel, proper swim attire, proper foot wear, and a set of dry clothes with the student. Please label all items with the students name. Extended Day Program staff members will be CPR and First Aid certified, and will have additional training in water safety during summer camp.

## **Animals**

The Extended Day Program will not keep pets of any kind, but occasionally animals might be brought into the campus for a special event or demonstration (police canine dogs, vendors, FFA farm animals). In all cases, parents will be informed ahead of time. The Site Director must insure that the animal does not create an unsafe or unsanitary condition, and that students do not handle animals that show signs of illness. The pets must have been documented to have proper vaccinations as required by the Texas Health and Safety Code, Chapter 826.

Students and caregivers must practice good hygiene. Hand washing after handling or coming in contact with animals is required.

## **The Department of Family and Protective Services**

The Department of Family and Protective Services (DFPS) inspects all Extended Day Program campuses. These inspections will be posted for parent view at the Extended Day Program campuses.

Parents may contact DFPS by calling (512)834-3426 or through the website at [https://www.dfps.state.tx.us/child\\_care/](https://www.dfps.state.tx.us/child_care/) . There is a link on the Extended Day Program web page.

You are entitled to view the following information at the Extended Day Program site and the most recent copies are kept on file in the Extended Day Program office as well:

- The Texas Department of Family and Protective Services (DFPS) Minimum Standards
- The most recent DFPS Inspection/ Investigation Report
- Documentation of liability insurance
- The most recent Fire Marshal's Inspection
- The most recent Health Department's Sanitation Inspection
- The most recent Gas Pipe Inspection
- The Child-Care Center's Operating procedures (Parent Handbook)

Due to different regulating agencies there are a few pieces of equipment on the school playground that meet district policy standards, but do not meet the DFPS standards. Playground equipment and grounds are inspected regularly for safety and meet state standards for public schools. Any questions concerning the safety of playground equipment can be addressed to the building administrator or the Extended Day Program office.

## **Reporting Child Abuse**

Safety of children is the concern of all school personnel and unfortunately there are times when abuse of a child is suspected. If this is the case, the suspecting individual is required to report it to the Texas Department of Family and Protective Services or to a law enforcement agency. Extended Day Program personnel are required to report suspected abuse within 48 hours. This reporting can be done by phone at 1-800-252-5400 or on-line at <https://www.txabusehotline.org>

## **Parent Concerns**

Unfortunately there may be times when a parent finds it necessary to express a concern or issue a formal complaint regarding procedures, policy or other student related issues. In most instances, the concern is generally handled best closest to the problem. Therefore, we ask parents to contact the Site Director directly with concerns and needs. Our Extended Day Program Site Directors are available to meet by appointment with parents between the hours of 10:00 a.m. and 2:00 p.m. for formal conferencing pending campus duty schedules. The Site Directors may be available to meet with parents after 5:00 p.m. with notice. Remember that during after school hours Site Directors have responsibilities to supervise children in the Extended Day Program.

If resolution is not arrived at with the Site Director, the parent should contact the Extended Day Program office or the Assistant Program Manager. To contact the Assistant Program Manager, please call the Extended Day office at (512) 594-0148.

## **Notice of Non-Discrimination**

Pflugerville ISD does not discriminate on the basis of race, religion, color, national origin, gender, sex, or disability in providing education services, activities, and programs, including the Extended Day Program.

For concerns regarding discrimination, please contact the Pflugerville ISD Executive Director of Student Affairs at (512) 594-0000.

## **Comments**

The Extended Day Program welcomes your comments and suggestions. Please email us at [extendedday@pfisd.net](mailto:extendedday@pfisd.net) or call our office at (512) 594-0148 to speak with the Extended Day Program staff.

Thank you for your support and cooperation.