



# 2022-2023 Parent Handbook

Revised July 2022

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## Family Letter

**Dear Aft3r Families,**

We welcome you and your child to the After 3 After School Program. At Aft3r we realize that the importance of open communication between families and our A3 team is essential to fully meet your child's needs. We look forward to developing a strong and positive relationship with you and your child.

**Aft3r** is committed to providing a professional, well-trained, responsible, happy and child centered team. Our educational environment is one that centers around the creation of the child as a whole. We believe in the appreciation of each child's uniqueness and individuality.

Our management and site-based teams are eager to know if there are ways our program might better serve your needs. As a family enrolled in our program you are encouraged to participate in activities and events with your child. If you ever have any suggestions or concerns, please feel free to talk about them openly with our team.

We look forward to a long and rewarding relationship with you. The purpose of this handbook is to share information and ideas with families, promote a better understanding of our programs and to foster a spirit of cooperation between families and our team. We hope you will find it useful as an orientation to both our policies and our services. If you have any questions, please ask your A3 Site Director.

## **Our Mission**

The Aft3r After School Program is committed to providing the highest quality of care for students with an emphasis on the importance of education, respect for self and others, and for the community in which we live.

## **Our Values**

“The Golden Rule” is our core value.

We treat everyone with respect and kindness and expect that in return.

## **Aft3r is more than after school care!**

Our after-school program provides an engaging, well supervised, organized, and safe environment for students after school hours. We provide allotted time daily for students to complete homework with assistance, enjoy free exploration, enrichment opportunities, indoor workstations/play, and to engage in A3's own hands on daily S.T.E.A.M. based activities.

Our A3 S.T.E.A.M. project-based activities promote character building, teamwork, personal accountability, and informed decision making.

Aft3r strives to be the best after school care provider in the state of Texas!

## Program Description

Aft3r seeks to enhance both the families and the communities we serve. We strive daily to enrich the lives of children by providing a safe, supportive, and structured environment that supports our student's overall health and well-being.

We offer quality academic, recreational, and character-building programs that promote the building of individual strengths and interests necessary for life-long success.

In a system driven by testing and accountability Aft3r offers students an opportunity to obtain access to lessons that the world has to offer them. We want to help create global citizens.

Our goal is to be the premier after school child-care provider in the state of Texas. Aft3r operates with its focus upon genuine care, respect, and courtesy for children, each other, and our world.

Aft3r programs operate out of space determined by the school and state licensing. The programs often include multi-age groups and follow state and child/teacher ratios under Aft3 supervision.

Aft3r programs are designed for children to be supervised, but self-monitoring. We build skills necessary to promote student's independent function within the program's environment.

## HOLIDAYS AND SCHOOL CLOSURES

After 3 operates from school dismissal until 6:30 p.m. on all school days. We adhere to the HISD and SBISD school calendars.

### HISD Holidays

September 5		Labor Day
October 4		Teacher Service Day
October 5		Fall Holiday
November 21 – 25		Thanksgiving
December 22, 2022 - January 6, 2023		Winter Break
January 16		MLK, Jr. Day
February 20		Teacher Service Day
March 13 - 17		Spring Break
March 31		Chavez/Huerta Day
April 7		Spring Holiday
April 21		Spring Holiday
May 29		Memorial Day
<b>May 31</b>		<b>Last day of A3</b>

### SBISD Holidays

September 5		Labor Day
October 7		Teacher Service Days
October 10		Student Holiday
November 8		Student Holiday
November 21 – 25		Thanksgiving
December 19, 2022		
January 2, 2023		Winter Break
January 16		MLK, Jr. Day
February 20		Teacher Service Day
March 13 - 17		Spring Break
April 7		Spring Holiday
May 25		<b>Last Day of A3</b>

### \*SBISD EARLY DISMISSAL DAYS

October 13 & 14	January 25
October 26	February 9 & 10
December 16	April 26
	May 25 (last day A3)

***\*A3 is on campus at school dismissal on ALL early dismissal days. We provide care from dismissal until 6:30 p.m. on these days. Enrichment clubs runs as scheduled and start at 3:30 .***

## NATURAL DISASTERS AND EMERGENCY CLOSURES

In the event of a natural disaster or emergency our staff will follow the emergency/natural disaster plan developed by the school. Aft3r will schedule and carry out emergency drills monthly in order to prepare the children to react properly in any given situation. Your site director will have information on your site's emergency closure procedures. This information will include the location where the children will be taken in the unlikely event the school must be evacuated.

## EMERGENCY PREPAREDNESS PLAN

Aft3r participates in emergency drills that cover natural disasters, as well as, emergency lockdown procedures and orange drills, (in the event of a missing child).

Each school has a plan specific to that school site. Aft3r follows this plan when participating in drills. Emergency Procedure Plans can be found on the licensing board at each operation, or in the Site Director's licensing binder. These are available for review upon your request at each site.

## INCLEMENT WEATHER POLICY

During inclement weather conditions it may be necessary to delay and/or close schools and Aft3r sites entirely. You will be notified by your site director and/or the district.

In the event of an early dismissal, due to inclement weather, children attending the Aft3r program will remain at the program under the care and supervision of the staff. Parents will be contacted by text, phone, and e-mail.

Services will continue until parents arrive to pick up their children.

Parents must make every effort to pick up their child in a timely manner to ensure the safety of our staff members.

## AFT3R IS NOT AVAILABLE IN THE EVENT OF SCHOOL CLOSURES

Please regularly check the local news and HISD/SBISD portals for school closure information. If the school is closed; Aft3r is closed. Additionally, Aft3r will send out an email and text blast to all active account holders notifying them of program closure. We are not liable for refunds due to a force majeure.



## PROGRAM HOURS AND TUITION RATES

### HOURS

**Aft3r ASP** operates from school dismissal until 6:30 p.m.  
These are hours of operation on all scheduled school days.

Aft3r offers morning care at our middle school sites. The hours of operation on all school days are from 7:15 – 8:15 a.m.

<b>Aft3r ASP COST</b>		
<b>MONTHLY After School Care</b>		\$295 per month
<b>Aft3r ASP COST</b>		
<b>MONTHLY Morning Care</b>		\$150 per month
<b>Enrichment Only/Occasional Care</b>		\$15 per day

### LATE PICK-UP POLICY

A late pick up fee of \$20.00 for each incremental period of 10 minutes will be assessed when a child is left beyond the program's operating hours. The amount will be invoiced automatically to your EZ Child Track account.

The late pick up fee does not constitute an agreement to provide after hour services, nor will the late pick up fee be applied to tuition.

Chronic lateness at program closing time will be grounds for termination of service.

*Children left in Aft3r care for over one hour after closing will result in a call to the authorities and a referral to Children's Protective Services.*

## TUITION PAYMENT

Tuition payments are due on the 1st of each month. Invoices are auto generated and emailed at least 5 days prior to the due date. Should the 1st of the month fall on a weekend, payment is due in full the very following business day and will be considered late on the fifth business day of the month.

**After 3 offers Auto Pay for your tuition. You may select this option directly through your EZ Child Track parent portal account or call our main office directly at 713-269-5936 to set auto pay up.**

Aft3r accepts electronic checks and all major credit cards. Please make sure to keep your card information updated. You can update expiration dates, address changes and forms of payment through the EZ Child Track parent portal, or by notifying our main office.

Any returned electronic or paper check/IPN/ACH will be issued a NSF fee of \$30.00 that will be assessed through EZ Child Track. Future payments must be made by money order or credit card on any account that has incurred more than two returned/NSF payment.

All credit card transactions will be assessed a fee of \$3.00 per transaction.

A late payment of \$20 per week will be added to all accounts not paid accordingly. Accounts falling one month past due will result in auto suspension.

More than one household may be paying on some tuition accounts. For billing purposes, we must designate one primary person responsible for payment, however, you may split payments into percentages and designate the responsible parties directly through your EZ Child Track account. Please call our office for assistance in setting up this feature.

**All tuition must be paid in full for every child regardless of school days missed due to personal illness, illness, positive COVID testing, or exposure to someone who tested positive for COVID and/or the required quarantine days as a result of (possible) vacation, natural disasters, weather, school holidays, or force majeure.**

It is the account holder's full responsibility to inform Aft3r of changes in your child's enrollment or withdrawal from the program. Two weeks written notice via email to [enrollment@after3asp.com](mailto:enrollment@after3asp.com) is required.

You will still be held liable for any tuition owed at the time of withdrawal. You may also withdraw directly through your EZ Child Track account. Failure to withdraw your child does not exempt you from liability for tuition incurred

during such time that proper notice was not provided to Aft3r or withdrawal was not done on EZ Child Track by the parent or legal guardian.

***Any delinquent accounts will be turned over to a collection agency in December and June of the 2022 – 2023 school year.***

## ENROLLING YOUR CHILD

Aft3r welcomes all children from 4 years through 14 years of age depending on licensing and program specifications. Aft3r does not discriminate on the base of race, gender, color, national origin, religion, disability status, or any other status protected by law. All parents/guardians seeking enrollment for a child are required to complete all enrollment agreements prior to enrollment approval, whether or not the child has special needs.

Program enrollment and participation begins 24 hours after receipt of the completed enrollment form thru EZ Child Track. Aft3r will review completed enrollment forms and will either approve or reject them. You will receive email notification within 24 hours of enrollment of your application status. If your application is rejected for any reason, you will receive an email and phone call with an explanation for the rejection. All past due tuition is due upon enrollment for the 22-23 school year.

When a child with special needs seeks enrollment, the director will work in cooperation with the parents and with HISD/SBISD special education services to determine the best placement for the child. Aft3r's practice is to accept children in compliance with the Americans with Disabilities Act (ADA), its implementing regulations and any other applicable federal, state, or local laws pertaining to the provision of services to persons with disabilities.

Aft3r reviews each child's situation on a case-by-case basis to determine if the Aft3r setting can meet the child's needs. Aft3r will make reasonable accommodations to make its services available to those with disabilities and/or behavioral issues. There may be situations in which the Aft3r setting is not appropriate for some students. Your child's site director will be in constant communication with you if they see this becoming an issue. Documentation will be done regularly and systematically. You will be informed each day of progress or regression. If the determination is made that the setting is not suitable, we will schedule a parent conference with you.

Aft3r may terminate childcare services for any child at any time as deemed necessary or appropriate in its sole discretion with, or without, prior notice if the child poses a safety risk to self or others or has violated terms of agreement as outlined in the Aft3r EZ Child Track Enrollment Forms.

Parents of special needs children are encouraged to contact Abigail

Fernandez at [abifernandez@after3asp.com](mailto:abifernandez@after3asp.com) to discuss your child's specific needs ahead of enrolling.

### ■■■ EMERGENCY NOTIFICATION CONTACTS

Emergency contacts are kept on file thru EZ Child Track and on site in our Emergency Procedures binder.

In case of illness, injury or emergency, these contacts are used to notify you and advise you, or the person(s) designated by you, of the child's status.

It is extremely important that the information be kept current with correct phone numbers. If your information changes at any time, please update it in your EZ Child Track account, notify your site director, or notify us via email at [enrollment@after3asp.com](mailto:enrollment@after3asp.com)

### ■■■ ABSENCES

If your child is scheduled to attend the program and does not report to the program, the staff will make every effort to verify the absence with the school staff and family. If these efforts fail, you may be contacted to help locate your child. (Parent/guardian's habitual lack of communication regarding a child's change of schedule may result in additional fees or termination of enrollment).

### ■■■ CHECK IN & CHECK OUT PROCEDURES

Aft3r staff members will check in students electronically each day of attendance.

Parents/guardians are required to sign their child out of the site each day utilizing our EZ Child Track system and their PIN #. If someone other than the child's custodial parent, legal guardian or persons designated on the enrollment form will be picking up the child from the program prior authorization in writing must be given. Email notification is fine.

Out of an abundance of caution and according to school district policy, parents and other adults are not allowed in the building for student pick up unless it is deemed medically necessary. Our staff will check your child out and release them to you.

The parent or legal guardian is the only person who can authorize the site to release the child to another individual. The parent or legal guardian needs to provide the names, phone numbers and addresses of at least two other adults (must be 17 years of age or older) who have permission to pick up the child in case of an emergency. If 16 years or

younger an additional permission form will need to be filled out by the parent/guardian. You can request that form from your Site Director.

Aft3r staff members will ask for proper identification before releasing a child to an unfamiliar person. Please have photo ID with you or advise any others that may be picking up to carry theirs, in case a staff member requests it. Please be patient with us as your child's safety is always our first priority.

Parents/guardians are required to inform the site staff, in writing, of any outside activities that the child is scheduled to attend during program hours which necessitates the child arriving late and/or leaving early from the program. This includes, but is not limited to, sport practices, tutoring sessions, music/band practices, and/or helping classroom teachers. This does not include enrichment programs offered and run through Aft3r.

### WITHDRAWING YOUR CHILD

You may withdraw your child at any time. Two weeks prior written notice is required. You can provide notice through email at [enrollment@after3asp.com](mailto:enrollment@after3asp.com) or through EZ Child Track.

You are still liable for any tuition owed at the time of withdrawal. **There is no refund for over payment of tuition paid at the time of withdrawal.** If you are moving or changing jobs and you will be transferring to another Aft3r site please let us know and we will transfer your child's records electronically in EZ Child Track to the new site. No registration fee will be charged for transfers to other sites.

Aft3r reserves the right to disenroll any child who presents a risk to the health or safety of other children or staff, or any child whose needs cannot be met in our program.

Occasionally disenrollment may occur when a family or child's needs cannot be met with reasonable accommodations in place. Children who repeatedly leave the common area without permission or attempt to run from the school site pose a risk to themselves and others. These children will be disenrolled based on the site director's discretion. Refusal or inability to follow Aft3r policies and terms of agreement on the part of the family or child can also result in disenrollment.

Aft3r strives to foster and maintain a safe and nurturing environment for all children, as well as a professional and caring environment for staff and families. Loud or abusive language or inappropriate conduct on the part of a parent, guardian, custodian, or other visitors will not be tolerated and will be grounds for disenrollment. We encourage families to resolve issues with

us amicably, professionally, and privately. A good example should always be set for the children.

## OUTDOOR PLAY

Aft3r students typically have access to the school's outdoor equipment at the site. Aft3r students are expected to follow the same rules and procedures for equipment use that are enforced during the school day. Outdoor play equipment is property of the school and may not meet all state licensing regulations. Aft3r is not legally liable for any accidents that may occur in or on the school site.

Children who are well enough to attend our site must be well enough to participate in all activities, including outdoor play. Please be sure your child has adequate outdoor clothing. On extreme temperature days, staff will follow state licensing and school guidelines.

## ■■■ SNACKS | DINNER

In accordance with state licensing requirements Aft3r plans snacks/dinner to meet the nutritional requirements of children. To allow children to grow and take responsibility for themselves all snacks are self-served. All snacks are served individually and are pre-packaged. You are welcome to send your own snacks for your child.

The site director must be notified of any child's food allergies or other issues pertaining to your child's health upon enrollment or immediate, and initial discovery of the issue. Beginning in 2021-2022 a doctor's note outlining the allergy and the symptom of exposure is required by Aft3r and state licensing in order to plan for any possible exposure or emergency.

## ■■■ TV AND OTHER PASSIVE MEDIA

It is Aft3r policy is to limit the use of television, films, videotapes and other passive media to specific age groups and circumstances. Media materials are used to enhance educational pursuits and are previewed by staff members prior to use. These materials are used infrequently, and children are offered other activity options. They should never exceed one hour in length per state licensing guidelines. Please report violations of this policy to the Aft3r administrative offices by emailing us at [info@after3asp.com](mailto:info@after3asp.com)

## ■■■ WEAPONS BAN

Families, children, legal guardians, and guests are prohibited from possession of firearms or other weapons in Aft3r programs and at any and all events sponsored by Aft3r and/or the school district.

Any person authorized to carry concealed weapons, must leave the weapon in their vehicle during the short period of time when they drop off and/or pick up their child.

**Weapons are banned on all HISD/SBISD campuses, as well as the Aft3r Main Office building.**

## ■■■ CUSTODY AND VISITATION

Our enrollment agreement asks that you note any custody or visitation legal restrictions for your child. Aft3r requires that you provide the program with any court documents supporting those restrictions. We will strictly adhere to the instructions provided in the legal documents. It is your responsibility to update those court documents as necessary. These documents can be securely uploaded to EZ Child Track, and/or emailed to



[gabialvarado@after3asp.com](mailto:gabialvarado@after3asp.com).

Aft3r requires a valid court subpoena before providing copies of any records for use in court proceedings.

#### **HIRING STAFF TO BABYSIT**

We discourage you from hiring our staff to babysit outside of Aft3r program hours.

If you do ask our staff to babysit or participate in activities outside of any of our Aft3r program, Aft3r does not authorize, or take responsibility for, any services or contact that Aft3r employees may engage in outside of the Aft3r regular program hours, premises, or programs.

## ■■■ PERSONAL BELONGINGS

All children share the toys and educational materials at Aft3r as part of the learning experience. The site has an ample supply of equipment and materials.

Aft3r does not assume responsibility for loss or damage to any personal possessions including electronics and cell phones children bring to the site.

Children are encouraged to leave their personal belongings at home or keep them in their backpacks at all times unless they are utilizing them for learning within the Aft3r ASP, or we are having an electronics day.

## ■■■ ILLNESS

Children who are ill with a contagious disease/virus or fever may not attend the site. If your child becomes ill while attending Aft3r we will call you to pick your child up.

The Site director will determine if a child is too ill to remain at the program. Any child experiencing the following symptoms will be sent home:

- A fever of 100 degrees Fahrenheit or higher
- Contagious skin or eye infection
- Diarrhea three times in the course of two hours
- Vomiting
- Profuse bodily discharge of any kind

If your child is sent home due to illness, he/she must be free of any of the above symptoms, without the aid of medicine or fever reducers, for at least **24 hours** before returning to the site.

State law requires that we notify families of children who become exposed to certain contagious diseases/viruses. This will be done through a notice posted at the site, and online through EZ Child Track Bulletins. If your child should become infected with a contagious disease, please notify the site director immediately so we can notify families and other children who may have been exposed to the contagious disease.

## ■■■ ILLNESS and COVID POLICY

Any **Employee or Student** exhibiting signs or symptoms of possible COVID will be sent for testing. They must self-quarantine and cannot report to work until they have been fever/symptom free for 48 hours without the use of

pain reducing medications, and/or a negative test result is provided by a medical professional.

Typical COVID Symptoms to look for are.

- Feeling feverish, or having a measured temperature greater or equal to 100 degrees Fahrenheit
- Cough
- Shortness of breath, or difficulty breathing,
- Chills,
- Muscle Pain,
- Headache,
- Sore Throat,
- Loss of Taste or smell
- Diarrhea and/or vomiting,
- Known close contact with a person who has been lab confirmed to be positive for COVID.

If any employee OR student tests positive for COVID they may not return to the program until all of the following are met.

- At least 48 hours have passed without fever (without the use of fever reducing medications),
- Improvement in respiratory symptoms,
- At least 5 days have passed since symptoms first appeared,

**OR**

- The individual has obtained a medical professional's note clearing the individual to return based on an alternative diagnosis.

School Districts are continually monitoring the COVID situation.

They currently do the following.

- encourage students and staff to stay home if feeling sick
- will provide masks upon request and will allow them to be worn, but will not make them required
- will clean and disinfect all school buildings nightly

**You will be notified of any pertinent changes to the above should they occur.**

## STUDENT ACCIDENTS

If your child is injured at the site, first aid will be administered. If treatment by a doctor is necessary, we will make every effort to contact you and/or the doctor you have chosen to treat your child. In the event of an emergency, we will make sure that your child receives the necessary emergency treatment until we can reach you.

We are absolutely dedicated to providing a safe environment for the children in our care, but please know that when working with children, accidents may happen.

## MEDICAL REQUIREMENTS

We adhere to state regulations regarding immunization records for your child. Immunization records must be provided upon HISD/SBISD school enrollment. Validated proof of immunizations should be submitted as your child receives new immunization or booster shots. If you do not subscribe to immunization requirements, proper legal documentation must be on file with HISD/SBISD. As a participant in the Aft3r program, your child's immunization records may be subject to review by The Texas Department of Health and Human Services.

Aft3r does have a required vaccine preventable illness and COVID policy for our employees. We recommend they maintain immunizations for TB, influenza, and meningitis and strongly recommend they receive their COVID immunization.

## MEDICATION

Aft3r does not administer anything but LIFE SAVING medication to students.

Parents/guardians may come to the site and administer prescription and/or over the counter medication to the child, or may authorize in writing, the emergency contact person(s) listed on the enrollment agreement to do so. It is required that the parent/guardian or person administering the medication sign a medication form documenting the name of the medicine, dosage, date, time and who administered the medicine.

Topical applications, such as suntan lotion, sun block or insect repellent, can be administered with the parent/guardian's consent. We will follow the directions provided on the manufacturer's label. All containers should be clearly labeled with the child's name.

If your child requires medication for life threatening conditions such as asthma, allergies, bee stings, etc., the prescription MUST be kept at

the A3 site to be administered when necessary for as long as the child is enrolled with the Aft3r ASP program.

The child's parent/guardian and physician must sign an authorization form. Expired medication will be returned to the parent/ guardian.

All members of our staff trained in CPR /AED and certified in first aid in the case of an emergency. in all situations we will follow the instructions of the poison control center or physician in providing first aid procedures and/or administering emergency medications.

### **TRANSPORTATION**

Aft3r does not transport children except in the case of an extreme emergency, and with your consent.

### **REPORTING CHILD ABUSE**

We are required by law to report any suspected incidents of possible child abuse or neglect. In some cases, we are directed by the state's child protective agency not to notify the families of the report. Please understand that we are legally obligated to comply with these guidelines.

Please let us know if you want to review your state's mandatory reporting requirements. We encourage open communication and if you have any concerns in this area or suspect abuse, neglect, or any other inappropriate behavior, please bring those concerns to our attention.

The DFPS child abuse hotline is 1-800-252-5400, or suspected abuse can be reported online at <https://www.txabusehotline.org>

## ■■■ POSITIVE PROGRESSIVE GUIDANCE (DISCIPLINE POLICY)

Aft3r believes that all children should experience success. We strive for a setting that provides children with opportunities to explore their environment within consistent, age appropriate limits. We believe that engagement in tasks and genuine interest in activities discourages behavior issues. We also believe very strongly in adequate supervision of all children. In this atmosphere most, behavioral issues are prevented.

If behavioral issues occur our philosophy is to help children learn human values and problem-solving skills. Children need to take responsibility for their own actions. After 3 uses the following positive guidance techniques:

- **Ignoring:** Some negative behavior is produced by a child to get attention. It can be stopped when it does not get the attention desired. We will use this strategy unless safety is involved.
- **Redirection/Distraction:** We offer alternatives to children engaged in undesirable behavior by suggesting a new activity, engaging the child in an activity with a teacher or another child, or encouraging independent play.
- **Verbal Intervention:** The teacher explains to the child the inappropriate behavior and shows him/her the appropriate way to handle the situation with words. We encourage students to talk to each other and solve their problems together.
- **Logical Consequences:** The teacher helps the child understand the logical consequences of his/her actions by removing the object or activity the child is engaged in.
- **Cool down:** The child is separated from the group to allow him/her to relax and calm down, and to help him/her not be influenced by peers. The child will have access to activities and will be supervised while in cool down mode. The child may return to the group when the negative behavior stops or is reduced significantly. If cool down occurs more than two times in one day families will be notified. This is not considered "Time Out."

If these positive guidance techniques are not working effectively and inappropriate behavior persists, Aft3r will use the following progressive procedures.

- We will observe and record the child's behavior and what we have done to try to change the behavior.
- Parents/guardians will be asked to participate in a parent/site director conference in which a specific action plan will be developed to address the behavior. The action plan will outline all steps the staff will take to try to change the behavior, all steps the families will take, and the steps towards dis-enrollment if the behavior persists.
- If inappropriate behavior continues, families will be asked to keep the child home for two days.
- If the behavior continues after the child is kept home on one or more occasions After 3 will dis-enroll the child.

Aft3r may immediately dis-enroll any child whose behavior creates a significant risk of harm to the health or safety of other children or staff without following the guidance steps outlined above. This includes but is not limited to students who repeatedly leave the area without permission.

Aft3r does not permit the following forms of discipline; corporal punishment, withholding food, light, warmth, clothing, or medical care; ridicule, embarrassment, or humiliation; removing recess/free play unless the behavior was specific to the play itself, demand that students stay quiet for an amount of time not consistent with their age, and/or physical restraint, other than the restraint necessary to protect a child or others from harm.

### **SUSPENSION FROM SCHOOL**

When a child is suspended from school due to behavior/discipline issues, Aft3r will honor the school's decision. The child may not return to the Aft3r program until he/she is allowed to return to school upon completion of the suspension. This policy applies to any enrichment clubs run through Aft3r that the suspended child may attend.

### **NON-DISCRIMINATION POLICY**

It is the policy of After 3 to provide an environment that is free from unlawful discrimination of any type, including discrimination based on race, color, religion, sex, national origin, age, disability, veteran status, or any other classification protected by laws. This policy governs all aspects of Aft3r's operations.



## RESOLUTION OF DISPUTES

In the event that you have a dispute arising from, or relating in any way to, the services provided by Aft3r pursuant to the enrollment agreement, and you are not able to resolve such disputes with management, you agree, on behalf of yourself (and your children), to participate in mediation conducted by a mutually agreed upon third party. In the event that mediation does not resolve the dispute, or no third party can be agreed to, then binding arbitration will be governed by the commercial arbitration rules of the American Arbitration Association. You agree that any settlement of award by the arbitrators shall be final and enforceable in any court having jurisdiction over this dispute.

## WE WELCOME YOU!

Our state licensing inspections and policies are always available for parent review. Please contact your child's site director if you wish to review the latest report for that campus.

If a parent wishes to contact the local licensing office, they may do so by calling 723-287-3238, or by visiting the HHSC website at <https://www.hhs.texas.gov/providers/protective-services-providers/child-care-regulation>

Parents can review and discuss with the directory and questions or concerns about the policies and procedures of the operation via phone, email, or a scheduled campus conference.

Parents may visit Aft3r during our regular hours of operation to observe their child, program activities, the building, the premises, and equipment without having to secure prior approval unless otherwise specified by the school district's COVID health and safety guidelines.

Parents may participate in Aft3r activities unless otherwise specified by the school district's COVID health and safety guidelines.

## POLICY CHANGES

The Aft3r Parent Handbook is designed to promote an understanding of the programs offered through Aft3r and to foster a spirit of cooperation between our families and staff.

The handbook describes current programs, policies, and procedures of Aft3r. The childcare business is complex and dynamic. There may be times when Aft3r has to change the policies, procedures, or programs with little or no notice to you. Aft3r reserves the right, in its sole discretion, to modify or change the policies, procedures, or programs in whole or in part, at any time. Nothing contained in the handbook shall be construed as a contract between Aft3r and any one or all of its customers or students.

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