

# LITTLE HEROES,LLC

## FAMILY HANDBOOK

PROGRAM OVERVIEW  
HOURS, DAYS AND MONTHS OF OPERATION  
ARRIVAL PROCEDURES  
DEPARTURE AND RELEASE PROCEDURES  
HEALTH AND SAFETY  
MEDICATION POLICY  
MEDICAL EMERGENCY  
PARENTAL NOTIFICATIONS  
DISCIPLINE AND GUIDANCE PROCEDURES  
SNACKS  
IMMUNIZATIONS, TB TESTS, HEARING & VISION SCREENING  
TRANSPORTATION  
PROCEDURES FOR PARENT INTERACTION  
PARENT PARTICIPATION IN PROGRAM OR VOLUNTEERING  
EMERGENCY PREPAREDNESS PLAN  
ENROLLMENT PROCEDURES AND  
NOTIFICATION OF POLICY CHANGES  
ACCOUNTING POLICIES AND PROCEDURES  
STAFF  
STAFF/CHILDREN RATIOS  
CHILD'S BELONGINGS  
POLICY ON HOMEWORK  
SCHOOL-AGE DISCIPLINARY ACTION PLAN

### MISSION:

It is our mission is to provide a safe, fun and thoughtful program that supports the whole child after a busy day of learning. We are committed to supporting your school, creating community, teaching and practicing self-care and healthy choices regarding food, exercise and communication. Our program emphasizes emotional and social skills in children. Emotional Intelligence (EQ) and Social Emotional Learning (SEL) is defined as self-awareness, empathy and intuition.

*Our mission is to provide a program that supports the "Whole" child after a busy*

### **PROGRAM OVERVIEW**

In Little Heroes, LLC After School Program (LHAP) children participate in a balanced program of open play and structured activities. Every activity is carefully selected to spark your child's imagination and encourage fun and learning. Program components may include but are not limited to recreation, health enhancement, arts and humanities, nutritional snacks, service learning, character development, homework assistance and learning centers. Little Heroes After School staff ensure that children are given a unique mix of activities that focus on developing friendships, team work, body movement, creativity, coordination, problem solving, sharing, fun and relaxation. Little Heroes After School programs are located on campus in your child's school cafeteria, gym, classroom, playgrounds and multi-purpose rooms.

### **HOURS, DAYS AND MONTHS OF OPERATION**

School age programs operate from school dismissal until 6:00 p.m., Monday through Friday. The program begins Monday, August 28, 2017 and ends Friday June 1, 2018. The program will follow the school's calendar and adjust for holidays and early release days based on that calendar. Little Heroes provides care on Early Dismissal Days (ED). ED days are included in the fees. A link for the HISD calendar is on the website.

### **ARRIVAL PROCEDURES**

Little Heroes responsibility for your child begins when: Your child enters the Little Heroes After School program space and is checked in by Little Heroes staff located in a participating school.

### **DEPARTURE & RELEASE PROCEDURES**

Parents must enter the building to Check Out their child on the digital application Brightwheel using their four digit code when you set up your account. This ensures child safety and a photo ID may be required for the release of your child. If you do not have your smart with the Brightwheel App you can use your ID as long as your name is listed on the child's profile. The child will only be released to his/her parent and/or those adults that the parent(s) specifically designate on your account. If a parent is not allowed to pick up a child, the center must have a copy of the court order signed by a judge. Without this documentation, we are obligated to release a child to either parent. Little Heroes will only follow what the court order states.

Your principal requests that all parents wait in the lobby for your child to be called to the front since the front office is closed and parents do not have a Visitors tag. Please communicate with our front table if you need to look in Lost and Found, talk to a teacher or want to watch a soccer game. In addition, your teachers do not allow students in their rooms after dismissal. If your child forgets their homework, a lunchbox, jacket etc.. in their classroom; they must wait till the next day to pick it up.

### **CUSTODY OR VISITATION CONCERNS/REQUESTS**

**We require that guardian's who are on high alert due to a situation where a parent or adult has caused harm to you or your child, has been court ordered limited contact or no visitation on your school campus to contact the Directors at 713-505-7519 or email [littleheroesap@gmail.com](mailto:littleheroesap@gmail.com) to schedule an appointment before your student attends Little Heroes. It is imperative that we meet in person and know you and your child. It is your responsibility to inform those whom you have given permission to care for your child ie: Little Heroes, Tutors, and Enrichment Teachers if there are any extenuating circumstances so that we can ensure proper communication and the safety of your child.**

### **HEALTH AND SAFETY (ILLNESS AND EXCLUSION CRITERIA)**

In order to protect the health of all children in our care, please keep your child at home if you notice that he/she begins to show signs of an illness or contagious disease or if he/she feels too ill to participate in a group care setting. Please let us know as soon as possible if your child has a communicable illness or infection. This will allow us to notify the parents of children attending our program. Children with Communicable conditions may not return to care without a note from their physician.

Weather permitting, children go outside every day. We cannot keep one child inside due to illness.

Children with head lice will not be allowed to attend the Little Heroes after school program. Little Heroes will follow the same guidelines as your child's school in relation to head lice.

If your child becomes ill during the program day, we will contact you to pick him/her up. In case of injury, parents will be notified immediately.

### **MEDICATION POLICY**

Regular and ongoing medication will not be administered on-site. Arrangements should be made with the school nurse for the child to receive medicine. For emergency medication such as an Epi-Pen; please place in a clear zip lock bag with your child's name and instructions. These instructions and specific dosage should also be listed on your child's Brightwheel account. All medications must be accompanied by prescription or

written permission from the child's parent and must be in the original container with your child's name and all labels intact.

### **MEDICAL EMERGENCY**

In the case of a medical emergency, we will call 911 and contact the child's parents/ Guardian's. Responding emergency medical personnel will make any determinations as to if the child should be transported to a hospital. We will provide them with the information from your child's records as to your choice of hospital and physician. In the event that this information is not specified, the child will be transported to the nearest available hospital.

### **PARENTAL COMMUNICATION**

Please check your Brightwheel app. Parent notifications will primarily be sent through Brightwheel on your smart phone. Occasionally, messages are sent through direct email, fliers and/or signage at Little Heroes front table at each site. Information may also be communicated by phone or directly in person by site staff. Brightwheel provides an accessibility not available in the past. Please ask us to show you how to use your app or you can find videos at [www.mybrightwheel.com](http://www.mybrightwheel.com). Open communication is very important to the success of your child's experience. Conferences may be requested at any time.

### **DISCIPLINE AND GUIDANCE PROCEDURES**

Self-management skills and positive social interactions among children and adults are expected in our program. The Little Heroes staff use positive guidance methods including reviewing program rules, distraction, logical consequences, acknowledgement of child's emotions, deep breathing, taking a walk, discussing future solutions, positive reinforcement, respectful communication and redirection. Self-management skills are taught according to the following guidelines:

- Consistent rules are clearly stated. Children are expected to work and play within known limits.
- Behavior expected of children is age appropriate and according to development level.
- An atmosphere of trust is established in order for children to know that they will not be hurt nor allowed to hurt others.
- Staff help children identify their feelings; emotions are normal and not bad. Discuss & repeat how to handle their feelings and responsible solutions for next time.

Child safety is the most important concern of the program; therefore, children whose behavior is dangerous or repeatedly disruptive must be immediately picked up from the program by someone designated through the departure

and release procedures. Repeatedly disruptive or dangerous behavior will be discussed with the child's parent and will result in loss of privileges or activities, suspension or removal from the program.

### **SNACKS**

Daily Two Organic or All Natural snacks are provided for each Full time or 6:00pm Drop In student. One all natural snack is provided for 4:30 pick up students. If you send an after school snack with your child, please ensure that it does not contain any form of peanut or coconut products. Enrichment Only students can sign up and pay a separate fee for snacks.

### **IMMUNIZATIONS, TB Tests, HEARING AND VISION SCREENING**

In order to participate in the program, children are required to have been examined within the past year by a licensed physician. Children must be mentally and emotionally able to participate in the program activities. Immunization records, a TB test, hearing and vision screenings must be current and on file at your child's school.

### **TRANSPORTATION**

Little Heroes AP does not currently provide transportation.

### **WATER ACTIVITIES**

Little Heroes AP do not offer water activities..

### **FIELD TRIPS**

Little Heroes After School programs do not provide field trips.

### **ANIMALS**

Little Heroes After School programs do not keep animals.

### **PROCEDURES FOR PARENT INTERACTION – VISITING, COMMUNICATION AND CONFERENCES**

Parents are welcome anytime to visit our program. Please check daily for Brightwheel messages, emails, posted notices, fliers or other information about program activities. We appreciate your feedback on ways to improve our service to you and your family.

You may direct suggestions, concerns, and compliments to the immediate caregiver, the director, email [littleheroesap@gmail.com](mailto:littleheroesap@gmail.com) or call 713-505-7519. We want to hear from our students too. Ask your child what they would like Little Heroes to offer.

### **PARENT PARTICIPATION IN PROGRAM AND VOLUNTEERING**

Parents are encouraged to participate with their children in a variety of activities.

Volunteers are required by HISD and Texas Law to clear criminal background, fingerprinting, and FBI checks in order to volunteer in a Little Heroes child care program.

Parents and volunteers are not left alone with a group of children and will have a staff member with them at all times.

### **EMERGENCY PREPAREDNESS PLAN**

Staff members are trained in basic emergency procedures. Necessary responses to issues regarding natural disasters (floods, tornados, hurricanes, etc.) and fire escape routes are addressed in staff training. Periodic fire drills and tornado drills are conducted at sites. In the event of a gas leak, your child will be relocated and you will be notified immediately to come and get him/her. At all times, we will place an emphasis on keeping children safe.

In cases of inclement weather, the Little Heroes program will follow specific school district recommendations. If the school is closed or all after school extracurricular activities are cancelled due to weather, the Little Heroes after school program is also closed. If the weather begins to worsen during the day, we will ask you to pick up your child as soon as possible so our staff members may get home safely.

### **ENROLLMENT PROCEDURES AND NOTIFICATION OF POLICY CHANGES**

1. Sign and return this Parent Handbook which is also available online at [www.littleheroesap.com](http://www.littleheroesap.com).
2. You will receive an email invitation to set up your Brightwheel account on the website not your phone app Please fill in all requested information for your Brightwheel account, the parent handbook, Set up Auto Pay and pay your Registration fee by Tuesday August 1, 2017. Account information must be completed entirely before your child attends our program. You do not need a 10 digit code.
- 3.

For questions regarding billing and credit card set up you can email [help@mybrightwheel.com](mailto:help@mybrightwheel.com).

Physician and hospital information are required and it is strongly recommended that you list three emergency contacts.

Please note that it may take up to 48 hours for your enrollment to be processed. Enrollment must be processed entirely before your child may begin the program.

Any policy changes will be provided to participant's parent or guardian in writing. The Parent Handbook is updated each semester.

## ACCOUNTING POLICIES AND PROCEDURES

Monthly fees are based on your individual school district calendar year. *Services are paid one month in advance.* For ex: October 1st pays for November services. Early dismissal days are included. August, November, December, March and June are prorated rates. Payments are due by the first of each month. A registration fee of \$50.00 is due at the time of enrollment and is non-refundable. Set up Auto Draft with your Credit Card through [www.MyBrightWheel.com](http://www.MyBrightWheel.com). There are 2 steps. 1) Approve Auto Draft 2) Select the Child's Name. An email is necessary to request in writing if you are withdrawing from our program. No refunds will be issued to anyone withdrawing after the first day of the month. Checks and Cash are accepted.

### Program registration

We are working with the free phone app called [www.myBrightWheel.com](http://www.myBrightWheel.com) for registration, billing and daily digital check in and check out. In addition, you will be able to connect to your child through pictures on your smart phone and receive parent notifications.

1. Sign and return this Parent Handbook which is also available online at [www.littleheroesap.com](http://www.littleheroesap.com).
2. You will receive an email Invitation to create your online Brightwheel account. Please fill in all requested information for your Brightwheel account, set up Auto Pay and pay your Registration fee by Tuesday August 1, 2017.
3. Download the FREE App from the Apple Store or Google Play. Turn on camera in Settings for BW. Then Edit Profile, Manage check in code & create a 4 digit pin you will remember. This is your electronic signature to check out your child. Add a photo of your child; only staff see your child's photo.

The first invoice will be emailed for the Annual Registration, August & September fees.

Program Fees for Students Kindergarten through Fifth Grade		
Program Hours: Dismissal 3:15 - 6:00pm		
REGISTER BY TUESDAY AUGUST 1, 2017		
Late Registration Fee: After August 21st	\$75.00/per child	
Annual Registration Fee: \$50.00/per child	*non-refundable	
Pay In Full Fall'17 & Sp'18 6:00pm pick up:	\$2,356.50	Sibling Disc: \$2,120.00
Pay In Full Fall semester 6:00pm pick up:	\$1,061.50	
Pay In Full Spring Semester 6:00pm pick up:	\$1,295.00	
Pay In Full Fall 4:30 pick up:	\$622.00	
Pay In Full Spring 4:30 pick up:	\$759.00	
Pay In Full 10% Sibling Discount:	Fall \$ 955.35	Spring \$1,165.50
6:00pm pick up: \$290.00/month	*3:15-6:00pm Mon.-Fri. Includes Two snacks	
6:00pm pick up Sibling Discount 10% : \$261.00/month	* Includes Two snacks	
4:30 Pick Up: \$170.00/month	* Includes One snack	
Late Pick up: \$3.00/ for every 1 minute	*Applies 4:30 or 6:00 pick up & Enrichment	
Early Dismissal: Included/no extra fee	Dates: 9/21,10/20, 11/10, 1/26, 2/23	
Monthly Late Fee: \$15.00	*Payment is due the 1 <sup>st</sup>	
Enrichment Student Only: \$50.00	*Per Semester/Parent pick up 4:45	
Enrichment Snack Only: \$3.00/a day	*organic/all natural 2 snacks per child	
Enrichment Student Stay & Play till 6:00pm: \$15.00/day		
Play Date/Drop In 3:15-6:00pm: \$25.00/day	*Email in advance, Includes snack	



**Please complete the signature page and email to [littleheroesap@gmail.com](mailto:littleheroesap@gmail.com) or call 713-505-7519 for any questions. The signature page of the parent handbook must be received and your child's Brightwheel profile account set up before your child attends Little Heroes after school program.**

### **Enrichment Student Only**

Enrichment students do not stay after school with Little Heroes full time. Parents pay separate fees for classes taught by outside professionals or experts. For ex: Karate, Kid Yoga, Spanish, Art... These teachers are independent vendors and you pay them directly. Students are picked up by a parent or an authorized babysitter from Little Heroes at 4:45pm. Little Heroes is in charge of the vendors, the enrichment schedule, class rosters, students location and we require parent contact numbers in case a class is cancelled, your child is sick or injured or if parent is running late. There is an annual registration fee of \$50.00 paid to Little Heroes regardless of how many classes enrolled.

### **Enrichment Student Stay & Play**

Parents can opt for their child to stay until 6:00pm to play with friends after enrichment class. This student is not signed up to stay half time or full time with LH. Email advance notice when you would like to schedule StaynPlay. Fee: \$15.00/day

### **Play Dates**

For students who occasionally want to stay and play after school with friends. This student is not signed up full time or monthly.(\$25.00/day,Dismissal- 6:00pm, 2 Snacks)

### **Non-Payment**

Payments that have been returned will be charged a \$30.00 fee. If payment is not reconciled within 5 business days, your child could be removed from the Little Heroes after school program. This includes non-payment of late fees.

### **Receipt Request**

Your monthly invoices are available to view and print on your Brightwheel account. A summary is also available for tax purposes. The Little Heroes Tax ID number 47-510130

### **Discounts Available**

Full time students receive a 10% sibling discount. If you are having financial difficulty please email to [littleheroesap@gmail.com](mailto:littleheroesap@gmail.com).

### **Late Pick-Up**

Please call the site director at 713-505-7519 or message through your Brightwheel phone app if an unexpected emergency will cause you to be late picking up your child. There is a late fee of \$3.00/for every 1 minute. In the event that a child is repeatedly left past the closing hour, Little Heroes reserves the right to cancel the child's enrollment in the program. Late fees apply to 4:30 pick up students who stay past 4:30, Enrichment students who stay past 4:45 or the ending time of their enrichment class and Full time students who stay past 6:00pm. Arrange back up friends or family who can pick up your child to avoid late pick up fees. List these authorized persons on your child's Brightwheel profile.

### Billing Schedule

DATES OF SERVICE 6:00 Pick Up	AMOUNT	DUE DATE
Pay in Full Fall '17- Sp'18 8/28-6/1	2,356.50	August 1, 2017
Pay In Full Fall Semester	\$1,061.50	August 1,2017
Pay In Full Spring Semester	\$1,295.00	December 1, 2017
August	\$50.00	August 1, 2017
September	\$290.00	August 1, 2017
October	\$290.00	September 1,2017
November	\$224.00	October 1, 2017
December	\$207.00	November 1, 2017
January	\$214.00	December 1, 2017
February	\$290.00	January 1,2018
March	\$210.75	February 1, 2018
April	\$290.00	March 1, 2018
May	\$290.00	April 1, 2018

DATES OF SERVICE 6:00 Pick Up	AMOUNT	DUE DATE
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DATES OF SERVICE 10% Sibling Discounts 6:00 Pick Up Students Only	AMOUNT	DUE DATE
Pay In Full Fa'17-Sp'18 8/28-6/1	\$2,120.00	August 1, 2017
Pay In Full Fall Semester	\$955.35	August 1, 2017
Pay In Full Spring Semester	\$1,165.50	August 1, 2017
August	\$45.00	August 1, 2017
September	\$261.00	August 1, 2017
October	\$261.00	September 1,2017
November	\$201.60	October 1, 2017
December	\$186.30	November 1, 2017
January	\$192.60	December 1, 2018
February	\$261.00	January 1, 2018
March	\$189.75	February 1, 2018
April	\$261.00	March 1, 2018
May	\$261.00	April 1, 2018

DATES OF SERVICE 4:30 Pick Up	AMOUNT	DUE DATE
Pay In Full Fa'17-Sp'18 8/28-6/1	\$1,382.00	August 1, 2017
Pay In Full Fall Semester	\$622.50	August 1, 2017
Pay In Full Spring Semester	\$759.50	August 1, 2017
August	\$29.50	August 1, 2017
September	\$170.00	August 1, 2017
October	\$170.00	September 1, 2017
November	\$131.00	October 1,2017
December	\$121.50	November 1, 2017

January	\$125.75	December 1, 2017
February	\$170.00	January 1, 2018
March	\$123.50	February 1, 2018
April	\$170.00	March 1, 2018
May	\$170.00	April 1, 2018

### **LITTLE HEROES STAFF**

The Little Heroes Director believes that staff training is essential to providing a quality program. Little Heroes staff members and assistant's maintain current CPR certifications. Each assistant participates in Little Heroes training on policies, procedures, communication, engaging children in thoughtful activities and more. All staff are required to apply for a criminal background screening and FBI fingerprinting. Little Heroes assistant's are not permitted to have outside contact with children enrolled in our child care programs including babysitting or carpooling your child.

### **STAFF/CHILDREN RATIOS**

Little Heroes AP will have (1) staff member to (15) children ages 7yr-11 and (1) staff member to (10) children ages 5yr-6yr.

### **CHILD'S BELONGINGS**

Children should be dressed for active indoor and outdoor play. A change of clothes is recommended. Items brought to the program by your child must be labeled and we expect children to be responsible for their personal belongings. Please leave personal toys, money, video games, iPods, iPads, cell phones and anything not allowed by your child's school district (ie: toys guns, dart guns, make-up) at home. Little Heroes cannot credit or compensate for lost, damaged or stolen items.

### **LITTLE HEROES POLICY ON HOMEWORK**

Little Heroes policy on homework is to remind and encourage students to take out their work. Students have approximately 45 minutes Monday through Thursday for homework. If children do not complete their work in that time period, we must move on to the scheduled activities. Remaining homework will need to be worked on during free time or at home. At the request from the child; Little Heroes staff will assist with homework by explaining directions, giving examples and checking completed work. If your child needs more help with homework or needs one-on-one tutoring, we suggest you work directly with your child's school or sign up for

enrichment tutoring (fee based) after school when available. Parents can request in writing through email or message Brightwheel for their child not to complete homework at school if they prefer to assist their child at home. If a child is enrolled in an enrichment club, they can complete their homework upon returning.

## **LITTLE HEROES SCHOOL-AGE DISCIPLINARY ACTION PLAN**

All children are entitled to a positive, caring and safe environment while participating in this program. Values of respect, responsibility, honesty, and caring will be honored in the after school program.

We expect children to behave as follows:

- Be responsible for personal belongings
- Participate in activities offered.
- Be responsible for one's own emotions and actions. Make an effort to be patient, grateful, polite and honest.

Follow proper safety procedures at all times, including:

- Keeping outside doors closed
- No Leaving school without a guardian
- No taking photos or videos on a student's phone.
- No fighting or using foul language
- No Lying or Stealing from students, teachers or staff.
- No running in school
- No playing in the restrooms
- No playing on or under the tables or chairs
- Using good table manners at snack time
- Throwing away trash and clean up after oneself
- No bringing or sharing make-up
- No toy guns, toy knives, dart/nerf guns
- No outside pets
- Respect for fellow students and staff
- Stay with your group & listen to your counselor or director at all times.
- No wandering halls or going to a teacher's class without checking in and permission.

Children that exhibit any type of behavior which is thought to be unacceptable or unsafe by a staff member and the site director will be reminded of Little Heroes expectations for student behavior and an email,

telephone call or MyBrightwheel message detailing the incident will be sent to their parent or guardian. There are no refunds for suspension or termination.

**Unacceptable Behavior from students or parents (includes but is not limited to)**

- Foul language from students or parents.
- Watching violent or inappropriate material on electronic devices.
- Disrespect for another child, staff, or director in person, on phone or in an email
- Fighting or throwing sand or dirt onto another person
- Refusing to take part in activities
- Ignoring or disobeying rules of safety
- Public or inappropriate displays of affection
- Defacing property or vandalism
- Lying and Stealing

1st Incident-Parent will be notified verbally and or in writing.

2nd Incident-Child will receive a written warning and one day suspension.

3rd Incident-The action taken is at the discretion of the site director after a conference with the parent. This may result in three days of suspension or removal from the program.

We reserve the right to refuse service to any parent or child who chooses to not follow Little Heroes policies.

LITTLE HEROES, LLC FAMILY HANDBOOK

**SIGNATURE/ACKNOWLEDGEMENT FORM \*Type or Print Clearly**

I agree to enroll my child(ren) into the Little Heroes After School Program. I have read the Parent Handbook and I agree to the terms and conditions as stated above in the Little Heroes, LLC Parent Handbook and in order to be enrolled in the Little Heroes After School Program. I agree to pay for the following services that I indicate with an **X** :

**Pay In Full for the Semester \_\_\_\_\_ Year '17-'18 \_\_\_\_\_ Pay Monthly Due the 1st \_\_\_\_\_**

**6:00pm Pick up \_\_\_\_\_ 6:00pm Pick up Sibling Discount \_\_\_\_\_**

**4:30pm Pick up \_\_\_\_\_ \*Late fees apply if I pick up after 4:30pm**

**Enrichment Only (pick up 4:45) \_\_\_\_\_ snack \_\_\_\_\_ Stay & Play till 6:00pm \_\_\_\_\_**

**Drop In Only: 15\$/day 4:30 pick up \_\_\_\_\_ 25\$/day 6:00 pick up \_\_\_\_\_**

**Circle days: Monday/ Tuesday/ Wednesday/ Thursday/ Friday**

LH may use student photos for the website or brochure. Yes / No

Child's Full Name : \_\_\_\_\_

Name of School: \_\_\_\_\_ Grade \_\_\_\_\_ Teacher \_\_\_\_\_

Guardian 1. Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Guardian 2. Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Allergies: \_\_\_\_\_

Emergency

Contact: \_\_\_\_\_

Parent/Guardian

Signature: \_\_\_\_\_ Date \_\_\_\_\_