

LITTLE HEROES,LLC

PARENT HANDBOOK FALL 2019-Spring 2020

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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.

PROGRAM OVERVIEW

Little Heroes,LLC is a Social, Emotional Learning Program After School. Children participate in a balanced program of open play and structured activities.

We provide free time and high quality supplies that support your child's imagination and encourage socializing and learning.

Program components may include but are not limited

to recreation, health enhancement, art, nutritional snacks, service learning, character development, social emotional learning, reading, homework assistance, informal dancing and singing. Little Heroes After School staff ensure that children are given the time, freedom and activities that allow friendships, team work, body movement, creativity, coordination, problem solving, sharing, learning, fun and relaxation. Little Heroes After School programs are located on campus in your child's school cafeteria, gym, classrooms, playgrounds and multi-purpose rooms.

HOURS, DAYS AND MONTHS OF OPERATION

Verify your school location hours. School age programs operate from school dismissal until **6:00pm at POE ELEMENTARY** OR **6:30pm at WILSON MONTESSORI**. Monday through Friday. The program begins Monday August 26, 2019 and ends Friday May 29, 2019. The program will follow the school's calendar and adjust for holidays and early release days based on that calendar. Little Heroes is available on Early Dismissal Days (ED). A link for the HISD 2019-2020 calendar is on the website.

ARRIVAL PROCEDURES

Little Heroes responsibility for your child begins when your school teacher delivers your child to Little Heroes After School program space and your child is Checked In by Little Heroes staff on the Brightwheel parent app. Parents are required to communicate with their child's day time teacher and give permission for their child's to be dismissed to Little Heroes. Your school teacher will separate students according to walker, car line, bus rider, Little Heroes and meet us in our designated spots. Parents are expected to download the free app MyBrightWheel.com to ensure successful communication with our staff. You will receive a notification on your Brightwheel app when your child is Checked In to Little Heroes.

DEPARTURE & RELEASE PROCEDURES

Guardians must enter the building to Check Out their child on the digital parent app 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 phone to scan our Ipad barcode or you forgot your code; 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 guardian and/or those adults that the guardian specifies on your child's account.

If a guardian is not allowed to pick up a child Little Heroes must have a copy of the court order signed by a judge. Without this documentation, we are obligated to release a child to either guardian. Little Heroes will only follow what the court order states.

For security your principal requests that all parents wait at the pick up table for your child to be called up. You will need to sign in at our front table and wear a visitors tag if you need to go to the restroom, Lost and Found, talk to a teacher or watch an enrichment class. **In addition, your teachers do not allow students in their classrooms after dismissal. If your child forgets their homework, a lunchbox, a jacket etc.. in their classroom; they must wait until the next day to pick it up.**

Please respect our program closing times and make back up arrangements with family or friends to pick up your child in case you are not able to arrive by closing time. Our Group Leaders, Site Coordinators and Directors have obligations, commitments and family outside of Little Heroes. We expect anyone picking up late to always be polite and respectful to Staff who have kept your child safely supervised.

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 your school. WILSON: littleheroesWilson@gmail.com

POE: 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 supervise your child ie: Little Heroes, Tutors, and Enrichment Teachers if there are extenuating circumstances so that we can ensure proper communication and safety procedures for 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. 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 through your Brightwheel App and Call to pick him/her up. In case of injury, parents will be notified immediately on your app and with a phone call.

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. Hand deliver this bag to the Site Director so that we can store it. 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

AFTER you receive an Invitation from MyBrightWheel.com to set up your account Download the Free Brightwheel App to your smart phone and turn on Notifications and the camera in your settings. **Check your Brightwheel app in the afternoons. Important 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 on campus. Information may also be communicated by phone or directly in person by site staff. Brightwheel provides improved accessibility for parents. Please ask us to show you how to use your app or you can find videos at www.mybrightwheel.com. Open communication and parent support is very important for the success of your child's experience at Little Heroes. Conferences are encouraged and may be requested between 3:00-5:30pm at Poe or 4:00-6:00pm at Wilson Monday-Friday.

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, de-escalation and anti-bullying methods including reviewing program rules, distraction, logical and natural consequences, acknowledgement of child's emotions, deep breathing, taking a walk, discussing future solutions, writing down positive affirmations, drawing feelings, positive reinforcement, respectful communication, redirection and changing groups.**

Self-management skills are taught according to the following guidelines:

- Rules are clearly stated and repeated often. Expectations are also written on signs, and display or chalk boards. 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 encourage children to identify their feelings. We promote emotions are normal and not bad. Staff will discuss & repeat ways to handle their feelings (anger, sadness, jealousy etc...) and responsible solutions next time.

Parents are informed primarily through Brightwheel if there is a small incident so that parents can follow up with their child at home to discuss solutions, possible consequences and message us suggestions to help your child. We want to work as a team so your child can be successful at Little Heroes. Parent's awareness and involvement is essential to their child's social emotional learning success after school.

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

Repeatedly disrespectful, disruptive, aggressive or dangerous behavior will be messaged on your Brightwheel app and/or emailed and a conference will be scheduled with the child's parent.

Consequences could include being moved to a different age group or group leader temporarily or permanently, 1-3 day suspension or permanent removal from the program.

SNACKS ORGANIC & ALL NATURAL

Little Heroes is proud to offer a wide variety of Organic and All Natural snacks daily to full time students. Our snacks are healthy, low sodium, zero to less fat, no artificial colors, dyes, flavors or preservatives. If you send an after school snack with your child, please ensure that it does not

contain any form of Nut or Coconut products. Enrichment Only students can sign up and pay a separate fee for snacks. (\$3.00/day 2 items). Snacks are for LH students only. If your child repeatedly gives snacks to non-LH students after they have been reminded this is not allowed they could lose their snack privilege for a set period of time and/or have to pay \$1.50/per item. We remind students daily to use their table manners, to clean up after themselves and to respect school property. If a student is repeatedly playing with, smashing or throwing snacks after they have been reminded they could lose snack privilege for a set period of time or have to pay \$1.50 per item. Parents will also be notified.

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 COMMUNICATION

Parents are welcome anytime to visit our program. Signing in at our table and wearing a visitors pass is required. Check daily for Brightwheel messages, emails, posted notices, fliers or other information about program updates and activities. Please direct questions or suggestions to the Site Director, Site Coordinator or email your school program.

WILSON: littleheroesWilson@gmail.com or call 281-827-3070

POE: littleheroesap@gmail.com or call 713-505-7519. The best time to email or call in the morning. In the afternoons we are focused on our students on campus. In the afternoons; it is best to message us on your Brightwheel app.

PARENT PARTICIPATION IN PROGRAM AND VOLUNTEERING

Parents are welcome to visit their student and meet our group leaders. Please email if you are interested in volunteering and we can schedule a meeting with the Director. Adult volunteers are required by HISD and Texas Law to clear criminal background, fingerprinting, and FBI checks in order to volunteer in a Little Heroes after school program. Parents and volunteers are not left alone with a group of students 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, and Intruders) Fire escape routes are addressed in staff training. Periodic Fire Drills are conducted on site. 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.

INCLEMENT WEATHER

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. We will message you on your parent app. If the weather begins to worsen during the day, we will message on Brightwheel and 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 the last page of this Parent Handbook to begin registration which is also available online at **www.littleheroesap.com**. We recommend enrolling before August 1st. After August 11th; it is likely we will have a wait list
2. After we receive the registration; we will create a profile for your child. You will receive an email invitation from MyBrightwheel.com to set up your payment method on the website (not your phone app) Please fill in all requested information for your Brightwheel account, the parent handbook, Enroll in Auto Pay and pay your Registration fee by Wednesday August 19, 2019. Account information must be completed entirely before your child attends our program. **Enrolling in Auto Pay is required to participate in our program.** For security reasons we email BW invitations once we receive your registration form/last page of the parent handbook.
3. **After** receiving your Brightwheel invitation please download the Free App from Apple store or Google Play to your smart phone in order to connect to your child's profile and BW account. Turn on your camera and Notifications 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 on our Ipad at school. Add a photo of your child on your phone; only staff see your child's photo.
4. For questions regarding billing and credit card set up you can email vipsupport@mybrightwheel.com. For questions regarding your profile or invoices email **POE: littleheroesap@gmail.com or Wilson: littleheroeswilson@gmail.com.**
5. A 2.9% processing fee is added to your invoice for all credit card payments. To avoid this fee you can set up your bank account w/ACH. As a courtesy Little Heroes pays the 60 cent ACH fee for each transaction.

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

Please note that it may take 3 days 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 parents and guardians in writing through the BrightWheel App and posted on our pick up table. The Parent Handbook is updated each Fall & Spring semester and summer.

BILLING POLICIES AND PROCEDURES

Monthly fees are based on your individual school district calendar year. *Services are paid on the 1st of each month.* **The fees in August, November, December, January, and March are prorated. All monthly fees are added up for the year and divided into 9 equal installments September-May. The August invoice only bills for 5 school days.** Monthly fees cannot be

prorated if you join or cancel in the middle of the month. Any service changes begin on the 1st and we require 20 days notice.

Payments are due by the first of each month. An annual, non-refundable administration and supply fee of \$50.00 is due at the time of enrollment. Enroll in Auto Pay with your Credit Card or Bank Account After you receive an invitation from www.MyBrightWheel.com. **Enrolling in Auto Pay is required to participate in our program.**

A written request is required 20 days before the first to withdraw, cancel service or switch service for the following month. No prorated refunds will be issued to anyone withdrawing after the first day of the month. Parent will be charged a 2.9% processing fee for credit card payments. To avoid the 2.9% fee set up your Bank account ACH. As a courtesy Little Heroes pays the ACH fee which is 60 cents per transaction.

Program Registration

Little Heroes utilizes the free phone app called www.myBrightWheel.com for registration, billing, daily digital check in and check out and parent communication. In addition, you will be able to connect to your child through pictures on your smart phone, receive important parent notifications and message staff directly regarding your child.

1. Sign and return the last page of the Parent Handbook which is also available online at www.littleheroesap.com. After we receive your form; we will create a profile for your child.
2. You will receive an email Invitation from MyBrightWheel to complete your child's profile and Enroll in Auto Pay. Please fill in all requested information for your Brightwheel account, set up Auto Pay and pay your Registration fee by Wednesday August 19, 2019. Auto Pay is required to participate in our program.
3. AFTER you receive your invitation Download the FREE App from the Apple Store or Google Play. Turn on camera and Notifications 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 on our Ipad at school. Add a photo of your child on your phone; only staff see your child's photo.

Complete the signature page and email to your school to begin registration.

POE: littleheroesAP@gmail.com or WILSON: littleheroesWilson@gmail.com

The signature page of the parent handbook and payment must be received along with your child's Brightwheel profile set up before your child can attend Little Heroes after school program.

PROGRAM FEES	
REGISTER by WEDNESDAY AUGUST 19, 2019	
No prorated refunds * 20 days notice before 1st is required to Cancel or Switch Service	
Annual Registration Fee: \$50.00/per child	*non-refundable
POE(P) closes 6:00	Kinder - 5th grade
POE 4:30 pick up \$220.00/month (August only \$58.90)	*1 organic snack
POE 6:00 pick up \$285.00/month (August only \$76.25)	*2 organic snacks
Wilson Montessori (W) 6:30pm pick up / 7:00-8:00am PreK 3 & 4 yr - 8th gr	
Wilson Before School AutoPay: \$115/mo 1st child \$100.00/mo 2nd \$75.00/mo 3rd *August will be included w/September invoice only for Before school care	
Wilson Before School Drop In: \$10.00	*Advance Email & Payment is Required
Wilson 5:00 pick up \$220.00/month (August only \$58.90)	* 1 organic snack
Wilson 6:30 pick up \$285.00/month (August only \$76.25)	* 2 organic snacks
Pay In Full Fall semester Aug-Dec	P 6:00/ W 6:30 pick up: \$1,174.25
Pay In Full Spring Semester Jan-May	P 6:00/ W 6:30 pick up: \$1,464.00
Pay In Full P 6:00/ W 6:30 15% Sibling Discount	Fall \$998.11 Spring \$1,244.40
Pay In Full P 4:30/ W 5:00	Fall \$907.06 Spring \$1,130.88
Sept-May Monthly Fees are evenly distributed over 9 months \$285.00/mo includes 2 organic snacks * no prorated refunds or prorated registration	
Sibling Discount 15% (6:00/6:30 pick up only)	\$242.00/mo * 2 Organic Snacks
Late Pick up: \$3.00/ per minute	
Early Dismissal Included Full time students	9/27, 10/18, 11/8, 1/17, 2/14
Drop In Early Dismissal:	Non LH student \$25.00/day *email advance request
Monthly Late Fee: \$25.00	*Payment is due the 1 st
Enrichment Only Student Snack: \$3.00/a day	*2 organic/all natural snacks

StaynPlay After Enrichment Till 6:00/6:30 pm *includes 2 all natural/organic snacks	\$15.00
Private Music Lessons Enrichment with StaynPlay *includes 2 all natural/organic snacks	\$20.00
Occasional Drop In until P6:00 W6:30 : 30\$/day *Advance Registration & Email Required	
StaynPlay (4:30 or 5:00 students who stay until 6:00 or 6:30 pm)	\$15.00/day + snack
Credit Card service charge 2.9% * to Avoid 2.9% CC fee/set up ACH bank account/ LH pays the 60 cent transaction each month as a courtesy	

Enrichment Student Only

Enrichment students do not stay after school with Little Heroes full time. Parents pay separate fees for specialized classes taught by outside professionals and experts. For ex: Yoga, Spanish, Sewing, Computer Coding, Chess, Ballet...

POE Classes (Kinder-5th gr) start at 3:00 and end at 4:00.

WILSON Classes start at 4:00 and end 5:00 (Prek-8th gr). The Enrichment teachers are independent contractors and you pay them directly. Students are picked up by a parent, babysitter, grandparent or nanny directly after class. Little Heroes coordinates the teachers, rooms, schedule, maintains rosters, attendance, students location and we require parent contact numbers in case a class is cancelled, your child is sick, injured or if a parent is running late; we are here to supervise your child. The Enrichment schedule for Your school and vendor contact information is updated in June and November. The schedule is available online under the Enrichment Tab at www.littleheroesap.com.

Enrichment Only (EO) Student/ Music & Tennis Lesson Stay & Play

Sign up for your child to stay until Poe 6:00/ Wilson 6:30pm to play with friends after enrichment class or before and after a Music or Tennis Lesson. EO students are not signed up to stay every day with Little Heroes. **Email advance notice is required.** Music lesson students who do not sign up for StaynPlay must be picked up at dismissal and brought back to school for their scheduled lesson. **The Poe program closes at 6:00pm. The Wilson closes at 6:30pm.** (StaynPlay Fee: \$20.00/day includes 2 organic/all natural snacks)

Drop Ins

For students who occasionally want to stay and play with friends after school or for the parent who needs the same 1 or 2 days every week. This student is not signed up full time. **Email advance notice with dates listed is required for EACH Drop In. Drop Ins must be PAID the same day or before.** Fee: \$30.00/day until closing and Includes 2 Organic/All natural Snacks

Non-Payment

Payments that have Failed or been Returned will be charged a \$30.00 fee. If payment is not reconciled within 3 business days, your child could be removed from the Little Heroes after

school program. This includes non-payment of late fees. If your account is over 30 days past due you could be turned over to a Collections' Agency.

Receipt Request Your monthly invoices are available to view and print on your Brightwheel account. A summary is also available on in Brightwheel to print for tax purposes. **The Little Heroes Tax ID number 47-5101301 and our contact information is listed on each invoice.**

Discounts Available 15%

Sibling Discounts: Monthly Auto Pay is required to participate in our program. Full time students 6:00/6:30 pick up are eligible to receive a sibling discount of 15% sibling.

Single Parents: If you are needing financial assistance email your school program and request the LH FA application at POE:littleheroesap@gmail.com.

WILSON:littleheroeswilson@gmail.com.

A copy of your Tax Return and Divorce Decree is required to be considered or approved.

Late Pick-Up

Please message through your Brightwheel phone app and call the site director at 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. There are no refunds. 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. You can also give them your Check Out Code. Little Heroes is expected to be off campus by 6:05pm at Poe and 6:35pm at Wilson Montessori. Please respect these closing times and our staff whom have family, work and school commitments. **POE: 713-505-7519** or **WILSON MONTESSORI: 281-827-3070**

LITTLE HEROES STAFF

The Little Heroes believes that staff training, a large team, daily staff meetings, engaging supplies, age appropriate activities, clear expectations and organization are essential to providing a quality program. Little Heroes staff members maintain current CPR certifications. Each staff member participates in Little Heroes training on policies, procedures, communication, being a role model, engaging children in thoughtful activities and more. All staff are required to apply for a criminal background screening and FBI fingerprinting. Little Heroes staff members are not permitted to have outside contact with parents or children enrolled in our programs including babysitting or carpooling your child. Our team is consistently supported and guided to be their best everyday in our program. We teach and practice respect, self-care and social emotional skills with our staff daily to encourage a healthy and a positive role model for our students.

STAFF/CHILDREN RATIOS

Little Heroes is committed to providing plenty of supervision and support for your child. Little Heroes maintains ratios

1:8 PreK/ 1:10 Kinder/ 1:12-15 1st-8th

CHILD'S BELONGINGS

Children should be dressed for active indoor and outdoor play. A change of clothes is recommended for 1st grade and up. Two changes of clothes is required for students ages 3, 4, and 5 years. 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. **ELECTRONIC DEVICES ARE ONLY ALLOWED ON FRIDAYS.** Students are not allowed to take photos or videos of any staff. If a student is not following LH rules or not listening to their group leader repeatedly due to this distraction; he or she could lose the Friday electronic privilege temporarily or permanently. Parents will be notified.

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. 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 an answer. If your child needs more help with homework or needs one-on-one tutoring, we suggest you work directly with your child's school teacher 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 full time 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 our program. Values of Respect, Responsibility, Honesty, Patience, Gratitude, Courage and Forgiveness will be Honored in the after school program. We expect children to behave as follows:

- Be responsible for personal belongings, one's own emotions and actions.
- Keeping school doors and gates closed
- No Leaving school without a guardian
- No taking photos or videos on a student's device.
- No punching, kicking, choking, stabbing with pencils or using foul language
- No Lying or Stealing from students, teachers or staff.
- No running in school, play fighting, wrestling or rough housing
- No playing in the restrooms
- No playing on or under the tables or chairs
- Using good table manners at snack time
- No playing with or wasting snacks
- No spitting at another student/staff
- No giving snacks to non-Little Heroes students
- Throwing away trash and clean up after oneself
- No bringing or sharing make-up or hair dye

- No toy guns, toy knives, dart/nerf guns, scary masks
- No outside pets
- Respect for fellow students and staff
- Stay with your group & listen to your Little Heroes Leader or Director at all times.
- No wandering halls or entering a teacher's class without permission and supervision.

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. Conferences will be scheduled with parents. There are no refunds if a student is suspended or removed from the program for disciplinary reasons.

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
- Punching, choking, poking with pencils, throwing sand, dirt, play fighting or wrestling
- Disturbing, distracting or being disrespectful during activities on purpose
- Ignoring or disobeying rules of safety
- Public or inappropriate displays of affection or private body parts
- Defacing property or vandalism
- Lying or Stealing

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

2nd Incident-Parent will be notified in writing on Brightwheel and/or in person. Student could be moved to a different group temporarily or permanently. Privileges could be suspended temporarily. E.g. : playground

3rd Incident-The action taken is at the discretion of the Directors after a conference and/or email with the parent. This may result in 1-3 days of suspension or removal from the program.

There are no refunds if your child is removed from the program. We reserve the right to refuse service to any parent or child who chooses to not follow Little Heroes policies and procedures.

LITTLE HEROES PARENT HANDBOOK & REGISTRATION Fall2019 - Spring2020

Download complete handbook at www.littleheroesap.com

SIGNATURE/ACKNOWLEDGEMENT FORM *TYPE OR PRINT CLEARLY

I agree to enroll my child(ren) into the Little Heroes After School Program (LHAP). I have read the Parent Handbook. I agree to follow all policies and procedures as stated above in the LHAP Parent Handbook in order to be enrolled in the LHAP. I agree to Enroll in AUTO PAY with a Credit Card (2.9% svc) _____ OR my Bank Account ACH (No Fee) _____ on the due date for the following services that I **Circle** or mark with an **X**

New Student _____ **Current Student Renewal** _____

I will Pay In Full for the Semester _____ **OR I will Pay Monthly** _____ **Due on the 1st** ¹

POE ELEMENTARY: Pick **ONE** from the following options

- 1) 6:00pm Pick up _____ 6:00pm 2nd Sibling Discount _____ 3rd/4th Sibling _____
- 2) 4:30pm Pick up _____ (15% sibling discount applies only to 6:00 pick up)
- 3) Enrichment Only *pick up 4:00pm _____ Snack 3\$/day _____ StaynPlay till 6:00pm _____
- 4) Drop In Only: 30\$/day Monday/ Tuesday/Wednesday/Thursday/Friday Occasionally or Weekly

WILSON MONTESSORI 7:00-8:00am 1st child _____ 2nd sibling _____ 3rd/4th sibling _____

WILSON MONTESSORI Pick **ONE** afternoon option

- 1) 6:30pm Pick up _____ 6:30pm 2nd Sibling Discount _____ 3rd/4th Sibling _____
- 2) 5:00pm Pick up _____ (15% sibling discount applies only to 6:30 pick up)
- 3) Enrichment Only *pick up 5:00pm _____ Snack 3\$/day _____ StaynPlay till 6:30 _____
- 4) Drop In Only: 30\$/day Monday/Tuesday/Wednesday/Thursday/Friday Occasionally or Weekly

LH may use student photos for website, brochure or resource material. YES / NO

Child's Full Name : _____

Name of School: _____ Grade _____

Guardian 1. Name: _____ Phone: _____

Email: _____

Address: _____ Zipcode _____

Guardian 2. Name: _____ Phone: _____

Email: _____

Allergies: _____ Emergency Contact: _____

Parent/Guardian Signature: _____ Date _____

¹Office Use: Pro _____ Grp _____ Inv _____ Pln _____ Date _____ Pers _____ Notes _____

