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.
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 lifelong positive values. 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 counselors ensure that children are given a unique mix of activities that focus on developmental assets, which are the building blocks that teach children how to make positive decisions. Little Heroes After School programs are located on campus in your child’s school cafeteria, gym, classrooms 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 22, 2016 and ends Wednesday, May 25, 2017. The program will follow the school’s calendar and adjust for holidays and early release days based on that calendar. 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 AND RELEASE PROCEDURES**
Parents must enter the building and sign their children in and out of 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. 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.

**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, indicate the specific dosage on your 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 NOTIFICATIONS
Parent notifications may be made through messages sent to your smart phone via Brightwheel, on our website, emails, fliers and/or signage at the parent table at each site. Notifications may also be made by phone calls or directly in person by site staff. 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 for the success of our program. The Little Heroes staff use positive guidance methods including reminders, distraction, logical consequences, acknowledgement of child’s emotions, 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 members strive to help children identify their feelings and find responsible solutions.

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 termination from the program.

**SNACKS**

An all natural or organic snack and water is provided each day. A snack menu for the month is posted on the website at www.littleheroesap.com. The menu states the daily snack offering. If you send an additional snack with your child, please ensure that it does not contain any form of peanut products.

**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.

**ENROLLMENT PROCEDURES AND NOTIFICATION OF POLICY CHANGES**

Email your child(ren’s) information to littleheroesap@gmail.com. Once your child is added to the roster, you will receive an invitation to set up your Brightwheel account. Account information must be completed entirely before we can accept any child into our program.
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.

**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 texted messages, emails, posted notices, fliers or other information about program activities. We appreciate input regarding program expectations, suggestions, ideas and comments on ways to improve our service to you and your family.
You may direct suggestions, concerns, compliments and complaints to the immediate caregiver, the director, email 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 will need to clear criminal background, fingerprinting, and FBI checks in order to volunteer in a Little Heroes child care program.
Parents and volunteers are never 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. Monthly fire drills and periodic 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.

ACCOUNTING POLICIES AND PROCEDURES

Monthly fees are based on your individual school district calendar year. Early dismissal days and in-service days are an additional fee. August, December and June have 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. When withdrawing from the program a written two week notice, prior to your draft date, must be turned into Little Heroes. No refunds will be issued to anyone withdrawing after the first day of the month.

Payment Options:
Program registration
We are working with 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. Email your child’s name to: LittleHeroesAP@gmail.com to be added to our roster.
2. You will receive an email Invitation to create your online account.
3. Download the FREE App from the Apple Store or Google Play.
4. Sign and return this Parent Handbook which is also available online at www.littleheroesap.com. Please fill in all requested information for Brightwheel account, the parent handbook, requested payment options and pay your Registration fee by Monday August 15th, 2016.
5. The first invoice will be emailed for the Annual Registration and August fees.

Monthly invoices are emailed. Payments are due the 1st of month. You may pay with your checking account at no charge or with your Credit card or Debit card. Credit cards and debit cards incur a 3.25% transaction fee. Automatic draft should be available before school starts. You may pay the semester in full by August 8th and save $50.00.
Program Fees for Students Kindergarten through Fifth Grade

Program Hours: Dismissal - 6:00pm

REGISTER BY MONDAY AUGUST 15TH

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Fee Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Registration Fee: $50.00/per child</td>
<td>*non-refundable</td>
</tr>
<tr>
<td>Pay In Full Fall Semester: $970.00</td>
<td>*$1,020.00 - $50.00 discount</td>
</tr>
<tr>
<td>Pay In Full Fall 4:30 pick up: $531.00</td>
<td>* $581.00-$50.00 discount</td>
</tr>
<tr>
<td>Pay In Full Fall Sibling: $866.00</td>
<td>*$916.00-$50.00 discount</td>
</tr>
<tr>
<td>Full Time: $280.00/month</td>
<td>*3:15-6:00pm Mon-Fri</td>
</tr>
<tr>
<td>Sibling Discount 10% : $252.00/month</td>
<td>* Full time students</td>
</tr>
<tr>
<td>4:30 Pick Up: $160.00/month</td>
<td>* does not include snack</td>
</tr>
<tr>
<td>Late Pick up: $5.00/ every 5 minutes</td>
<td></td>
</tr>
<tr>
<td>Early Dismissal: $10.00/day</td>
<td>*3 Fall ED days &amp; 2 Spring ED days</td>
</tr>
<tr>
<td>Monthly Late Fee: $15.00</td>
<td>*Payment is due the 1st</td>
</tr>
<tr>
<td>Enrichment Student Only: $50.00</td>
<td>*Per Semester/Parent pick up 4:45</td>
</tr>
<tr>
<td>Enrichment Snack Only: $3.00/a day</td>
<td></td>
</tr>
<tr>
<td>Enrichment Student Stay &amp; Play till 6:00pm: $15.00/day</td>
<td>*snack additional $3.00</td>
</tr>
<tr>
<td>Play Date: $25.00/day</td>
<td>*register &amp; email in advance, includes snack</td>
</tr>
</tbody>
</table>

Please indicate your chosen services on the last signature page and email to littleheroesap@gmail.com or call 713-505-7519 for any questions.

Enrichment Student Only
This student will be picked up by a designated nanny, babysitter or parent from Little Heroes at 4:45pm. This student is not signed up monthly with Little Heroes.

Enrichment Student Stay & Play
This student will occasionally stay till 6:00pm to play with friends or because a parent needs to work late. This student is not signed up monthly.
Play Dates
For students who occasionally want to stay and play after school with friends or a parent needs to work late. This student is not signed up full time or monthly.

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
Keep your monthly invoices for your records.
The Little Heroes Tax ID number 47-5101301

Discounts Available
Full time students receive a 10% sibling discount.

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 $5.00/for every 5 minutes. 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.

Full Semester Payments
The amount indicated includes the $50.00 discount.

Billing Schedule

<table>
<thead>
<tr>
<th>Service 8/22-12/16</th>
<th>Amount</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Semester Full Time save 50$</td>
<td>$970.00</td>
<td>August 8</td>
</tr>
<tr>
<td>Monthly Full Time August</td>
<td>$72.00</td>
<td>August 8</td>
</tr>
<tr>
<td>Monthly Full Time September</td>
<td>$280.00</td>
<td>September 1</td>
</tr>
<tr>
<td>Monthly Full Time October</td>
<td>$280.00</td>
<td>October 1</td>
</tr>
<tr>
<td>Monthly Full Time November</td>
<td>$280.00</td>
<td>November 1</td>
</tr>
<tr>
<td>Monthly Full Time December</td>
<td>$108.00</td>
<td>December 1</td>
</tr>
<tr>
<td>Service 8/22-12/16</td>
<td>Amount</td>
<td>Due Date</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>----------</td>
<td>----------</td>
</tr>
<tr>
<td>Full Semester 4:30 pick up 8/22-12/16</td>
<td>$531.00</td>
<td>August 8</td>
</tr>
<tr>
<td>Monthly 4:30 pick up August</td>
<td>$41.00</td>
<td>August 8</td>
</tr>
<tr>
<td>Monthly 4:30 pick up September</td>
<td>$160.00</td>
<td>September 1</td>
</tr>
<tr>
<td>Monthly 4:30 pick up October</td>
<td>$160.00</td>
<td>October 1</td>
</tr>
<tr>
<td>Monthly 4:30 pick up November</td>
<td>$160.00</td>
<td>November 1</td>
</tr>
<tr>
<td>Monthly 4:30 pick up December</td>
<td>$60.00</td>
<td>December 1</td>
</tr>
</tbody>
</table>

**LITTLE HEROES AP 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 First Aid and CPR certifications. Each assistant participates in Little Heroes training on policies, procedures, communication, engaging children in thoughtful activities and more. All potential employees are required to pass a drug test, 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. Please do not ask staff to babysit, drop off or pick up your child.

**STAFF/CHILDREN RATIOS**
Little Heroes AP will have (1) staff member to (15) children ages 7yr-11 and (1) staff member to (10-12) 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 and players, CDs, CD players, iPods or other MP3 players, cell phones and anything not allowed by your child’s school district 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 provide assistance; to remind and encourage students, but not force children to do homework. We will provide approximately 30-45 minutes Monday through Thursday for homework to be completed. 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 their child not 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 used in the after school program.

We expect children to behave as follows:

- Be responsible for personal belongings
- Participate in activities offered.
- Possess positive and caring attitudes

Follow proper safety procedures at all times, including:

- Keeping outside doors closed
- No fighting or using foul language
- No running in school
- No playing in the restrooms
- No playing on or under the tables
- Using good table manners at snack time
- Respect for fellow students and staff
• Stay with your group & listen to your counselor or director at all times.

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 a telephone call will be made to their parent or guardian and an email detailing the incident will be sent to their parent or guardian. There are no refunds for suspension or termination.

**Unacceptable Behavior (includes but is not limited to)**
- Foul language
- Disrespect for another child or counselor
- Fighting
- Refusing to take part in activities
- Ignoring or disobeying rules of safety
- Public or inappropriate displays of affection
- Defacing property or vandalism
- 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 appropriate consultation with the parent. This may result in three days of suspension or termination from the program.

**SIGNATURE/ACKNOWLEDGEMENT FORM**

I agree to enroll my child(ren) into the Little Heroes After School Program. I also agree to the terms and conditions as stated above in the Little Heroes, LLC Parent Handbook and to the terms listed on the website www.littleheroesap.com, in order for my child(ren) to be enrolled in the Little Heroes After School Program.

I choose to pay for the following services that I indicate with an X:

Pay In Full Semester by Aug. 8th (Save $50.00) _____
Pay Monthly Due the 1st ______

My child needs: Full Time _____ Full Time Sibling Discount _____
4:30 Pick up _____ Early Dismissal Days ________________

Enrichment snack only _____ Enrichment Stay & Play _____
Enrichment student only * parent pick up at 4:45 ______

Child’s Full Name : ____________________________________________

Name of School: _______________________________________________

Parent/Guardian
Signature: _____________________________________________________

Date: _________________________________________________________