



Preferred  
School Care

# Before & After School Program

## Parent Handbook

*Last Update - 7/2022*



[www.PSCAfterschool.com](http://www.PSCAfterschool.com)

**Office# (770) 739-1462**

**Fax# (770) 739-9180**

**[www.pscafterschool.com](http://www.pscafterschool.com)**

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## *Welcome*

*Parents,*

*Welcome to Preferred School Care After School Program. We are thrilled that you have chosen PSC as an opportunity to broaden your child's learning. The goals of our program are to provide an educational, socially enriched out-of school experience.*

*We provide homework assistance, enrichment activities according to the age and grade level of the students. PSC also has strong ties to its community and connects with each school's achievement plan.*

*Your parental involvement and continued support are welcomed. You are welcome to visit our program to become acquainted with the staff and become familiar with program routines. Please take time to read the information in this handbook and familiarize yourself with our policies and procedures.*

*If you have any questions, please feel free to contact your child's Site Director, call our main office at (770) 739-1462 or via [preferredschoollcare@gmail.com](mailto:preferredschoollcare@gmail.com)*

*We look forward to serving you and your child throughout the year.*

*Sincerely,*

***Bill Selmon, President***

## Overview

Preferred School Care is an organization which specializes in the management of before and after school programs. Its owner and founder, Mr. Bill Selmon, is committed to providing children with a safe, nurturing environment during before and after school hours.

Preferred School Care prides itself in providing children with skills that promote education, recreation and social growth and development. PSC also integrates technology and artistic enrichment activities into the program which allows children to reinforce their skills and experience interactive and self-directed learning.

## Mission

To provide quality before and after school childcare services for the children of working parents. Preferred School Care programs are designed to provide a safe, nurturing, and supportive academic /social environment for students.

## Philosophy

**Preferred School Care** has developed a program to answer the needs of today's busy parents. Quality child care is a commitment we are dedicated to providing because we believe our children are precious and valued gifts. Our goal is to provide a structured environment consistent with the atmosphere of home and school. We will place a strong emphasis on helping parents to develop their children into wholesome, healthy individuals. Our program strives to offer an environment where listening, nurturing; respect, appropriate development and maturation are fostered. We, at Preferred School Care, believe that children are our future and that, **"WE MAKE A DIFFERENCE EVERY DAY!"**

## Licensing & Accreditation

Programs are licensed annually as part of the Bright from the Start: Department of Early Care and Learning (DECAL). We also have the Quality Rated standard for our programs.

## Staffing

Preferred School Care promotes the hiring of qualified individuals without regard to race, color, creed, sex, age, or national origin, provided they meet the requirements established for the Before/After School Program.

Prospective employees will be required to complete an application for employment, pass the Atlanta Public School System national background check and complete an interview with the Site Director and/or owner. The prospective employee may be required to work in a substitute status prior to being hired for permanent status.

There will be a 90 day probationary period for all new employees and old employees in a new position. All employees will receive a performance evaluation twice annually salary increases are based upon performance.

Employees of Preferred School Care are expected to work as a team in a positive, productive, and professional manner in order to enrich the lives of children.

## Hours of Operation

The after school program hours are Monday – Friday from 2:30 p.m. – 6:00 p.m. and the before school care hour (if applicable) is 7:00 a.m. to 8:00 a.m. The program follows the local public school district (i.e. Atlanta Public Schools or DeKalb) student school calendar for holiday closings, teacher work days, etc. We are not open during Spring, Winter, or Summer breaks.

## Program Schedule

Preferred School Care serves elementary school children ages 4 – 12 years old and middle school children ages 11 – 14 years old regardless of race, creed, sex, religion, national origin, or disability.

Preferred School Care offers ample supervised time for students to work on homework assignments. But we understand this is a time for students to interact socially with their peers and adults through enrichments and play time.

- Arrival Time & Snack
  - When students arrive to the program, they are provided with a healthy snack. During this time they are encouraged to develop friendships through conversation and play.
- Outdoor Play Time
  - Students have the opportunity to build friendships during outdoor play.
- Academic & Homework Time
  - Homework assistance and guidance is provided each day. Once homework is concluded, students can choose from a variety of student led activity centers that reinforce the skills being taught in the regular school day.
- Enrichment Time
  - Depending on school location, enrichments may vary. Students enjoy a range of activities, such as arts and crafts, creative building, science experiments, teacher-led games, music and drama, computer games & sports. With student input, our teachers work diligently to prepare ongoing activities that are meaningful, engaging, and fun.

## Homework

A period for children to work on homework will be provided; however, our program staff does not require the completion of homework. Staff will answer questions about homework and assist as needed or as requested by a child. For those children who do not have homework, afterschool enrichments/learning activities will be offered. For children needing more time to work on homework a designated area of the program may be offered.

Preferred School Care supports the school's core curriculum by providing students with homework assistance and supplemental tutoring to help improve academic performance, with special focus on ELA and Math. We offer a safe environment that provides structure; however, allows for independence to meet the needs of our students. The program is also designed to spark creativity and imagination by engaging students in mind-expanding learning opportunities that apply core subjects as well as enrichment activities. Activities may include but are not limited to: homework assistance, tutoring, reading enrichment, math and science games, vocabulary building, computer/technology exposure, arts and crafts, and indoor/outdoor games and sports. After school activities vary depending on the students' interest, parent support, and/or available resources.

## Enrichment Clubs

In addition to our afterschool program, at several school locations, we offer “parent funded” Enrichment Clubs. Please visit our Parent Portal - ELEYO for more information about these clubs.

<https://pscafterschool.ce.eleyo.com/>

## Enrollment Policy

Students must be properly enrolled in our program through our **Parent Portal - ELEYO**. Here is the link: <https://pscafterschool.ce.eleyo.com/> Parents or guardians must complete this online enrollment process, including providing any requested paperwork if applicable. Parents are responsible for updating via our Parent Portal any information about their children regarding known allergies, physical, mental health and/or developmental disorders that may limit the child’s participation in our program and activities. It is also important to relay these concerns directly to the site director for confirmation information is received.

## Changes in Enrollment Information

Whenever any information changes for a student enrolled in our program, it is very important that the parent update this information via our **Parent Portal - ELEYO** immediately. Current information is crucial to prompt parental notification regarding the health and safety of your child.

## Payment Policy

**Registration Fee** – Students must be properly registered for the after school program by parents or guardians. In addition, a registration fee must be paid at time of enrollment in our Parent Portal - ELEYO. Our parent portal requires a credit card to be added to your account when you register your child. Additional registration fees may be required based on which program you are enrolling (i.e. Before Care, Enrichment Clubs). **Registration fees are non-refundable and apply to all participants.**

**Payments** – After school weekly fees varies depending on the school location. Please check with your site director for the fee at your child’s school. Sibling discount may be provided for enrollment of more than one child. **Our after school program is a PREPAID program.** ELEYO generates invoices on Monday for the week. Credit cards on file with your account will be charged every Wednesday. A late fee of \$10.00 may be charged to your account if fees are not collected by Thursday close of business. Online payments made on Friday should be for the upcoming week.

We accept Childcare and Parent Services (CAPS) for payment. The CAPS program supports early education goals by assisting low-income families with the cost of child care while they work, go to school or training, or participate in other work-related activities. You can register at <https://caps.decal.ga.gov/en/ApplicationProcess/>.

**Scholarships** – Requests to be considered for scholarships must be addressed at each individual school location. Required paperwork must be submitted before a decision is rendered.

**Program Days** – If you attend any of our programs for **2 or more days**, you are required to pay the entire weekly fee. We offer a DROP-IN rate of \$20/day for parents needing care **for only one day per week.**

**NSF Charges** – For all returned charges a \$35.00 processing fee may be added to your account

**LATE PICK UP** - Child pick-up time is promptly @ 6:00p.m. Late fees are \$1.00 per minute after 6:00 p.m. **The late fee policy will be strictly enforced for all parents. Continued late pick ups may result in dismissal from the program.**

## Withdrawal Policy

If you choose to withdraw from the program during the school year, please enter this request via our Parent Portal – ELEYO and follow-up with your program’s Site Director. Withdrawal requests will be processed weekly via ELEYO. You will remain responsible for any outstanding tuition fees on your account.

## Nutritious Snacks

PSC provides nutritious USDA certified afternoon snacks. No outside food is allowed unless otherwise directed by a doctor.

Examples of snacks are:

- Cheese crackers & 100% fruit juice
- Animal crackers & applesauce
- Cookies & milk

In conjunction with the Expanded Day/Special Projects Department, the Nutrition Department provides a much-needed service, giving children a safe place to go after school and nutritious food that gives them the energy they need to concentrate on homework and join their friends in physical, educational, and social activities. The Supper on Site (SOS) Program initiative allows all students attending registered afterschool programs a FREE supper meal. The U.S. Department of Agriculture’s (USDA) Food and Nutrition Service (FNS) administers the Child and Adult Care Food Program (CACFP) at the national level. Within the state of Georgia, the program is administered at locations selected by Bright from the Start.

## Sign In & Out Procedures

Parents or guardians must sign their children out every day. No one under the age of 16 will be permitted to sign out or transport a child from our Program. Students will be released to the custodial parent/guardian or those listed on the registration form entered online via our Parent Portal - ELEYO. The site director reserves the right to restrict unauthorized persons from signing out students. In an emergency, the child can be released to a non-listed party with written permission from the parent/guardian or a phone call to the director. A picture ID, i.e. driver’s license will be required.

## Arrival and Departure Procedures

(Varies depending on school location)

### Arrivals:

**School-Sponsored Activities:** If a child attends an activity, i.e., Scouts, soccer, chess or another other school sponsored activities, etc., during the after school hours, a written notification to the Site Director is necessary. The notification would include the type of activity and time the child will arrive back in the program. The person returning the child to the program must sign in the child on the Program Attendance Log.

**Scheduled Appointments:** For appointments that occur during the after school hours, parents/guardians must sign a child in on the Program Attendance Log once the child arrives back at the program site.

### Departures:

To ensure that the transition between the after school program and home occurs in a safe, smooth, and consistent manner, we require parents/guardians to complete the following vital tasks:

- The parent/guardian is responsible for picking up the child from the program location.
- The parent/guardian is responsible for signing the child out each day at the program location.
- The parent/guardian is responsible for picking up the child and his/her belongings in the designated area as provided by the program.

### **Early Pickup**

If you need to pick your student up early, a parent or guardian must come to the after school program and sign the student out. Students are not allowed to check themselves out; neither can anyone else check a student out without a note written by the parent and brought to the after school program. Person signing the student out will be asked for identification. We will make every effort to communicate with you via email and/or a phone call to inform you regarding any updates on your student.

### **Accident & Emergency Procedures**

Preferred School Care recognizes the need for safe conditions. All employees are responsible for the safety of the children in the programs. Any accident concerning a child, visitor or employee must be reported to the Site Director immediately. An incident report should be filled out completely by the person most familiar with the accident. The Site Director then decides the next action (e.g., call parents, 911, etc.)

### **Medical Emergencies**

Any serious injury or illness of a child requiring hospitalization or professional medical attention must be reported to the PSC office immediately so that the incident report can be forwarded to the Georgia Child Care Licensing Office within 24 hours after the occurrence of the reportable situation.

### **Sick Children/Student Emergency Procedures**

Should your child become ill with symptoms causing moderate discomfort to the child, such as, but not limited to any of the following: elevated temperature, vomiting or diarrhea; or suffer an accident of any nature, during the time he or she is in the care of PSC, the center will contact the parent immediately.

**PSC afterschool program will follow Bright From The Start and local school districts COVID policies and guidelines to ensure a safe after school environment.** Prior to students checking into the afterschool program, they will have their temperature checked and students will wear a mask while attending the afterschool program.

If a child shows signs of illness, he/she may not stay in the After School Program for the safety of other participants. When a child becomes ill at the facility, parents should be notified of this illness. Please see the following policies on certain illnesses:

- **Fever:** If 101°F or above, a parent should be called, and the participant sent home.
- **Ring Worm:** Must be covered in order for the child to participate.
- **Chicken Pox:** Scabs must be dry before returning to activity.
- **Head Lice:** No live lice may be present anywhere on the child's head while attending.
- **Poison Ivy:** Must be medicated and covered in order to participate.

If your child's illness or injury requires professional medical attention, PSC will be authorized to secure such medical attention and care. PSC will contact 911 and notify parents immediately. The nearest hospital or medical facility is listed on each school's bulletin board. **If an emergency occurs and parents/emergency contact person cannot be reached, an ambulance should be called at the parent's expense.**

Should a child wander away from the PSC center or otherwise become missing, the Atlanta Police Department (via the 911 center) will be notified. Parents, principal, and PSC main office will be notified immediately.

### **Medications**

In efforts to provide your child with the highest level of care and safety, PSC administers medications in accordance with School Board Policy. Only medicines in a labeled container and prescribed by a doctor may be administered. Containers must provide instructions regarding dosage and times to administer. The site director must have written permission from the parent authorizing administration of medication.



## Contagious Disease

Staff members or any other person being supervised by the staff, shall not be allowed in the center who knowingly have or present symptoms of a fever, diarrhea or any other illness that might be transmitted to others.

## Notification of Communicable Diseases

PSC will notify parents if we suspect your child is ill or has a communicable disease and you will be required to pick up your child immediately. Children shall not be admitted nor allowed to remain at the center if the child has a temperature of 101 degrees or higher, and other contagious symptoms, such as but not limited to rash, diarrhea, or a sore throat. Your child may return after 24 hours free of these symptoms or with a physician's note that they are no longer contagious. This requirement is imposed by the Bright from the Start (Department of Early Care and Learning) and is intended for the protection of all our students.

## School Emergency Closing Procedure

While very infrequent, there may be times when our program may have to close to protect our students and be reopened as emergency shelters for the community. The CEO, in consultation with staff, makes decisions regarding the closing of our programs. PSC works closely with local television and radio media outlets to inform the parents when our program closings occur. The following media outlets will provide up-to-date information to the public in the event of the programs closing or if the student day must be shortened due to emergency conditions: **local radio station WSB 95.5 FM / 750 AM and local television stations WSB (ABC), WGCL (CBS), WAGA (FOX), and WXIA (NBC) are the official stations for announcements of school closure.** Should program close during the day when students are already in attendance, information will be provided through telephone calls/emails to parents, and bus transportation may be provided in the cases of an emergency. ***School closures will be posted on the Parent Portal - ELEYO via an automatic generated email and/or call.***

## Inclement Weather

Inclement weather conditions or unanticipated hazards may result in the cancellation of the scheduled day. If weather forces early closure of program, parents will be notified and asked to pick up children immediately. Please make emergency arrangements for your child in such cases. **Refunds are not granted on days of early dismissal.**

## Evacuation Procedures

If the building is determined to be unsafe or unusually uncomfortable, parents will be notified and asked to pick up children immediately. In the event of the need to evacuate the building because of fire or any other evacuation type emergency, PSC will follow the evacuation procedures established by the school system. Evacuation plans are posted throughout the building. Site Directors must review these procedures with staff and initiate periodic drills/ practices. Each staff member will be familiarized with emergency evacuation procedures for physical plant problems (including loss of heating, cooling, water, electricity, and structural damage); serious injury/death; and lost child.

## Emergency Fire Procedures

When a Fire Alarm sounds, it must be taken seriously. All occupants must immediately evacuate the facility to the designated outdoor meeting area as outlined in our Emergency Plan for each location. An emergency notebook (attendance forms and parental emergency consent forms) will be taken outside also. Fire drills are conducted monthly; all other drills are performed quarterly. An emergency contact roster is completed at the time of the drill to ensure we have a count for all children present that day. We also complete a documentation form for each drill.

### **Emergency Tornado Procedures**

If a Tornado Warning is announced over the intercom or other internal communication system, PSC staff should assist with evacuating children to the designated area as outlined in our Emergency Plan for each location. The emergency notebook (attendance forms and emergency parent consent forms) will be taken to the designated area.

### **Lightning Procedures**

If lightning is observed by staff while outdoors, children will immediately be directed to return to the building. Children near a tree will immediately be removed from the area.

### **Power Failures**

PSC staff will make every attempt to remain calm and to reassure the children about the power loss. Staff and children will remain in a designated room or in the outdoor play area until power resumes. If the power fails to resume, sessions will be cancelled, and parents will be contacted.

### **Lost or Abducted Child Procedures**

In case of a lost child, the head staff person will make every attempt to locate the lost or missing child in the immediate area while another designated adult leaves the room to contact and involve the Site Director with the search. The police will be contacted within a reasonable amount of time, and the head staff person or administrator contacts the parents. In case of an abducted child, the head staff will immediately contact the CEO, the police and parents. These procedures also take place during off site activities.

**\*Emergency procedures are also posted for the convenience of parents to view. Every effort will be made by the staff to thoroughly protect children in the event of an emergency.**

### **Shelter-in-Place Procedures**

In the event of a chemical or biological emergency, PSC After-School Programs would follow a security plan known as "Shelter in Place" developed by the National Institute on Chemical Studies and recommended by the U.S. Department of Education. It is based on the notion that in a chemical or biological crisis, people are often safest if they remain inside. The plan is designed to keep students safe for several hours until hazardous substances are carried away by the wind. In the event of such an emergency, children outdoors would be brought inside the building without delay. Windows would be shut and entry doors to the center would be locked to get a better seal. Head staff person would immediately take attendance to be certain all children are present. For the safety of everyone, the center would be kept in "lock-down" status.

### **Lockdown Procedures**

Preferred School Care follows the guidelines and recommendations of the Federal Emergency Management Agency (FEMA) and Georgia Emergency Management Agency (GEMA).

#### ***Exterior Lockdown***

- Staff will lock all exterior doors
- Movement will be limited to inside the building
- Students and staff will remain in the building
- All visibility into classrooms from the exterior window and doors will be blocked
- Students and staff will not leave classrooms
- Staff will contact PSC who will communicate with parents

#### ***Interior Lockdown***

- Staff will close and lock all exterior/classroom doors
- Open exterior window blinds or curtains to allow exterior visibility into classroom

- Students and staff will not leave classrooms
- Staff will contact PSC who will communicate with parents

### **Full Lockdown**

- Staff will close and lock all exterior/classroom doors
- Immediately ensure classroom doors are locked and consider barricading interior classroom doors
- Open exterior window blinds or curtains to allow exterior visibility into classroom
- Remain silent, place all phones on silent
- Staff will contact PSC who will communicate with parents

### **Commitment to Diversity**

The PSC staffs appreciate and honor the diversity of the children and families in the after school program community. We value diversity in our community, including cultural diversity, and social, organizational, and personal diversity. We are an inclusive community, which does not bar participation by children with physical or mental disabilities.

### **Inclusion Policy**

We do not discriminate in our admission policies based on race, sex, religion, place of national origin, or physical or mental abilities. Children with special needs will be considered for admission on a case-by-case basis. The Site Director will meet with parent/guardians before enrollment to determine if the program is the right environment for the children. In the initial meeting the Site Director and parents will discuss the child's abilities and/ or diagnosis, as well as what the staff can expect in regard to the child's needs and behavior. Strategies to help in child's successful participation will also be discussed. With the permission of the parents, classroom and/or special education teachers will also be invited to attend the meeting. After enrollment, parents will be asked to be available via phone during program hours should issues arise that require parent support. Staff and parents will continue to meet regularly to monitor the child's progress.

### **Enrollment of Students with Disabilities**

PSC is committed to comply fully with the Americans with Disabilities Act ("ADA") and ensuring equal opportunity for enrollment of students with disabilities.

Children who require special care and procedures are admitted to the PSC only after it is agreed by both parent and management that we can accommodate the child adequately. Our programs are not equipped with a nurse on staff for one on one care.

### **Mental Health Issues**

At this time, Preferred School Care does not employ licensed mental health personnel and therefore cannot diagnose mental health problems. For that reason, if a student appears to be suffering from mental health related issues, parents are immediately contacted and provided with resources that may assist in securing treatment options. In emergency situations, parents will be notified, and students will be taken to local hospital to undergo further evaluation.

The best way to help abused children is to prevent abuse from happening. But whenever abuse is suspected, reporting it is essential, and in many cases, it's the law. A report is not an accusation; it's merely a request for an investigation and possible help for the family. This policy is designed to provide guidance if you believe a child is in danger.

### **Social Skills**

Social skills are used to communicate and interact with each other, both verbally and non-verbally, through gestures, body language and our personal appearance. We offer activities that will help build health relationships, better communication, peer mediation, problem solving and decision making.

Through these skills, student leadership development and opportunities are offered to create future generations of leaders who live and lead with integrity and meaning. We encourage the development of honesty, character and self-awareness by providing avenues for students to impact their own lives as well as create an environment to change communities on local level.

### **Child Abuse Policy**

PSC believes that the safety, support, and care of your child(ren) is the most important part of our program. PSC is regulated to follow the federal/state law which has the following provisions safeguarding the well-being of our child(ren). Childcare personnel having reasonable cause to believe that a child under the age of 18 has had physical injuries inflicted upon him/her by other than accidental means by a parent or guardian or has been neglected or exploited by a parent or guardian or has been sexually assaulted or sexually exploited, **MUST** be reported or cause reports to be made to the Department of Human Resources, Child Protection Agency.

### **Recognizing Abuse**

There are four main types of abuse:

- **Neglect** includes providing inappropriate clothing, food, or attention, lack of supervision undue exposure to cold or heat or unnecessary risk of injury.
- **Physical Abuse** includes physically hurting a child, giving children alcohol, giving children medication without permission and excessively intensive training.
- **Sexual Abuse** includes any aspect of physical or verbal sexual abuse, and inappropriate contact.
- **Emotional Abuse** includes shouting, threatening or taunting children, constant criticism, bullying or unrealistic pressure to perform.

### **Reporting Abuse**

PSC staff have a duty to report any suspicions that a student is being abused, and Georgia law requires licensed after-school personnel to report. If a staff member suspects danger, the situation should be reported immediately to the PSC Site Director. The Site Director will investigate the circumstances and call the Fulton County Department of Family and Children Services (DFCS) within two business days, as appropriate. If a child is in immediate danger (obviously being beaten or left alone overnight, for example), the program director will contact the police immediately.

It is important to note that persons who call to report suspected abuse do not have to be sure maltreatment has occurred. They simply report what they have seen or heard. The authorities will investigate and confirm whether abuse has occurred. People who call are asked to give the name and location of the child, and the name of the suspected perpetrator. Reports are confidential and those who call do not have to give their name. However, it is most helpful to the child in the long run if the reporter is willing to give his or her name and address and, if necessary, testify in court.

### **What Will Happen Next**

If a child is under age 18 and appears to have been abused or neglected by a parent or caretaker, DFCS will begin investigating immediately. If the child is not in imminent danger, a caseworker will visit the family within 5 days. If the person who makes the original report wants to know what DFCS did, he or she can call the department and find out whether the maltreatment was confirmed.

### **Behavior and Guidance**

PSC staff's goal is to recognize children for positive behavior with special notes, praise, and encouragement. However, if a child is disruptive, disrespectful to students and/or teachers, refusing to follow directions, discipline procedures will be addressed using one or a combination of the following methods:

- Appropriate reflective time provided to calm student
- Teacher/Director speaks with student.
- Parents notified by phone and/or in writing
- Scheduled meeting with parents
- Suspension from program

Suspension and/or dismissal from the program will depend upon the severity of the infraction; however, intentional harm to ASP staff, another student, or school property is justification for immediate and permanent removal from the program.

An Incident Form will be used to document behavioral occurrences.

### **Bullying Policy**

**No Bullying Allowed.** Bullying is a pattern of **repeated aggressive behavior over time** ... directed from one child to another where there is a power imbalance. Bullying can be carried out physically, verbally or socially/emotionally.

Once a bullying situation has been identified the following process will be implemented:

1. Intervene with the student(s) responsible for bullying.
2. Intervene to support the child who has been bullied.
3. Notify the parents of the child who has been bullied and the parents of the child who has exhibited bullying behavior.

It is the intent to teach children that any type of bullying **is not** acceptable and to reinforce pro-social skills, attitudes, and behaviors.

### **Code of Conduct**

It is the purpose of Preferred School Care to operate each site in a manner that will provide an orderly process of education and that will provide for the welfare and safety of all students who attend our programs. In accordance with that purpose, we have adopted a code of conduct which requires students to always conduct themselves appropriately in order to facilitate a learning environment for themselves and other students. These standards for behavior require students to respect each other and staff; students shall not falsify, misrepresent, omit, or erroneously report information regarding instances alleged inappropriate behavior by a staff toward a student.

The following are consequences that may be imposed for inappropriate behavior while attending the after school program:

- Warning and/or counseling with staff
- Loss of privileges
- Isolation or time out
- Temporary removal from class or activity
- Notification to parents
- Parent conference
- Suspension or expulsion
- Withdrawal for the program

All members are expected to adhere to Preferred School Care's Code of Conduct:

1. Play fairly and be honest
2. Be respectful of Preferred School Care staff
3. Say only good things about others
4. Resolve disagreements in a positive way

5. Be respectful of other members and their property
6. Take care of Preferred School Care and equipment
7. Avoid use of improper language
8. Applaud efforts of others
9. Participate in program areas open to your age group
10. Dress appropriately at all times

### **Suspensions**

Any student or parent/guardian who is aggrieved by the imposition of a suspension shall have the right to an informal conference with the Executive or Program Director for the purpose of resolving the grievance. **The suspension shall continue notwithstanding the implementation of the grievance procedure set forth in this section unless staff elects to postpone such action.**

### **Parent/Participant Grievances & Concerns Policy**

Please know that any concerns or grievances can be made without interference or retaliation. If the problem cannot be resolved through the conversation with the Site Director, please feel free to contact the CEO/District Manager in writing stating the issue and a proposed remedy within two business days. The CEO/District Manager will have three business days to respond in writing with resolution and an explanation of how to further appeal. If the problem is not resolved the parent may contact the Program Administrator within two business days in writing. The program Administrator will have five business days to respond in writing. The decision of the CEO is final.

### **Parental Access**

Parents and guardians of children are welcome to visit at any time that the child is in attendance. However, before visiting child care areas, please check in with our staff on duty and/or the site director.

### **Parent Volunteers**

Parents are encouraged to volunteer and participate in all PSC functions and activities; but must have a background check to work with students in our program.

### **Open Door Policy**

PSC encourages open communication between families, staff, and management. We ensure that staff and families have an effective way of negotiating difficulties and differences that arise during their interactions. If parents have any questions, comments, concerns, or grievances regarding their child's participation in the program they may contact the Site Director at their school.

PSC handles these differences that arise and that are not simply resolved through communication either through individual meetings with teacher, director and/or owner. Please feel free to call on us -- our doors are always open and we are only able to address matters that are brought to our attention in a timely and an appropriate manner.

### **Communications**

Bulletin boards and informational flyers are ways we share important information. We also value your feedback through parent surveys. Information gathered and compiled allows PSC to continue improving our programs. Please always communicate via our general mailbox: [preferredschoolcare@gmail.com](mailto:preferredschoolcare@gmail.com)

### **Dress Code**

Children must be dressed appropriately for school activities and according to weather conditions. The following attire is considered inappropriate and will not be allowed:

- Clothing and accessories which are sexually suggestive, or display profanity, drugs, alcohol, or tobacco products
- See-through, tight fitting, spaghetti straps, strapless, extremely short, or low-cut tops/dresses/shirts
- Pants or skirts which are worn below the hip bone or show visible undergarments
- Spandex, leggings, leotards, cutoffs, or pajamas
- Bare feet or bedroom type shoes

### **Toys & Personal Items**

Students should not bring any toys or personal items to after school unless requested by teacher for special days like Show & Tell. Students should not bring any electronics such as cell phones, tablets and video games. PSC is not responsible for such lost and/or missing items brought to our program.

### **NO Smoking Policy**

Smoking is prohibited on any property owned or leased by the Atlanta Public Schools as well as in any vehicle owned or insured by APS. All employees, students and visitors are prohibited from smoking on district property and in district vehicles. PSC discourages using tobacco in any form.

### **Weapons/Drug Policy**

Weapons and drug possession are not allowed in any PSC programs.

### **Transportation**

PSC does not provide transportation/ except to local field trips. A transportation agreement must be completed and on file in order for a child to participate.

**PARENT HANDBOOK Acknowledgment Page**

*This acknowledgement page is now part of the enrollment process via the Parent Portal (ELEYO)*

I have read and thoroughly understand the Preferred School Care Before/After School Program's Policies and Procedures.

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**Child's Name**

**School Location**

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**Parent Signature**

**Date**

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