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F.A.Q.

Here are some of the most frequently asked questions we get at Extended Day.
All information can be found in this manual in greater detail.

All parents are responsible for ALL information found inside this manual.

Q – If I forget to update dismissal manager for Ext Day, what will happen?

A – We at Ext Day must go with the school’s policy of following dismissal manager, therefore if your child is listed as bus through dismissal manger they will be put on the bus. No phone call will be made unless it conflicts with our rosters.

Q - If school is canceled, will I receive a credit?

A - No. To ensure a low cost for *the Ext Day Program*, *Ext Day does not issue credits/refunds*. However, if during the school year there **are more than 5 school closings**, a general credit will be applied depending on each family’s schedule. Please see snow day credit info on page 6.

Q - I registered my child for Monday through Friday PM care, does this mean my child is registered for the Half (Min) Days?

A - No, half/minimum days are not included in the monthly schedule, and must be paid for separately. **YOU MAY NOT CALL THE VM LINE TO ADD CHILDREN ON HALF DAYS DUE TO MAX COUNTS!**

Q- Does it matter how many times I pick up late, if I call ahead?

A - Although calling ahead is appreciated and requested, we do have a “Late Pick-up Fee” that will be applied.

Q - Can I call the voicemail system and add my child for the same day? I.e. can my addition be a last minute decision?

A – Yes, you may call and add your child for that same day as long as it is before 3pm and you have notified the school office. Please note that if we are full and/or there is a problem with your request you will receive a phone call. **YOU MAY NOT CALL IN TO ADD CHILDREN ON HALF DAYS DUE TO MAX COUNTS!**

Q- If I have a cancellation or time sensitive request, what procedure do I follow to make that cancellation/request?

A – Please call in all cancellations or time sensitive requests to the Extended Day VM line (203) 650-3297. To ensure your request is received in a timely manner the voicemail line is the best and preferred option. If it is after 4:00 you may also call the Extended Day land line @ (203) 261-8705.

Q – Does Extended Day always close at 6:00?

A – **NO**, on days before school breaks and holidays the Extended Day Program closes at **5:00PM! Nov 27, Dec 20, Feb 13, April 9 & the last day of school (TBD).**

Q – What if I sign up mid-way through a month for Extended Day?

A – If signing up midway through the month you will be charged drop in rates (\$12 AM/\$18 PM) until a new month begins.

Q- What is the procedure regarding soccer and Extended Day drop off/pick up?

A - Extended Day will drop off and pick up your child from soccer on the Morehouse/Staples fields ONLY when the following procedure is followed.

- An email stating the day/time, the coach's names and the field on which practice is held is sent with a minimum of 24 hours' notice.
- Also please specify if the child needs help with a specific item and if they take a prolonged period of time to get ready.
- Extended Day reserves the right to refuse a drop off and/or pickup if it is a late notification and the above criteria has not been met.

Q - What if a half day that I wish to register my child for is full?

A – We strongly suggest registering for minimum days FAR in advance as these days tend to fill up. Also please keep in mind; registering for all minimum days is the most inexpensive option. If you wish to register and the day is full, you will be placed on a waitlist and notified as soon as a spot becomes available. Please note that most wait listed spots do not become available until the last minute so please have an alternate dismissal plan in place.

Q – What do I do if I need to change my child's schedule or remove him/her from the program?

A – We require written/email notice **two weeks** prior to withdrawing your child/children from the program. Failure to do so will result in the charge of program fees for the two additional weeks from the date notice was given. **All changes to schedules or withdrawals must be approved by and come from the Supervisor of Extended Day.**

Q – Is it necessary to pre-pay for Extended Day?

A – **We require families to pay by the first of the month for set schedules but we also allow drop in's.** We expect families to check their accounts frequently to be sure there are no outstanding balances. **After 3 disputed charges, we reserve the right to ask families to pre-pay for drop in's.** Outstanding balances are emailed monthly.

Q – Whom do I speak with if I am unhappy with a situation at the program?

A - On occasion, parents may have a concern or complaint related to an Extended Day Policy or incident. We kindly ask parents to please remain in a calm and respectful manner when speaking with our Extended Day staff. We ask that you speak to the Supervisor away from the children. If further questions or concerns exist, then the next person in the chain of command should be contacted to aid in problem-solving. For the proper chain of command please see inside this manual under "Parent Complaint Procedure" on page 8.

Q- What do I do if I no longer need a day that I registered for and want to swap it with another day that week?

A- Extended Day only allows swapping of days during PT Conference Minimum Days. You must give 24 hour notice and swap days within that same week IF SPACE IS AVAILABLE. There are no other swapping of days allowed.

WELCOME to the Easton Park & Recreation Extended Day Program. This program manual contains all of our program's policies and procedures. **Please create a family account at www.eastonrec.com. New families must pay a \$25 registration fee, before attending. Returning families, please review/update your account as needed from last year.** Online registration must be completed before your child can attend the program

Mission Statement

Extended Day is a recreationally based program offering participants an affordable before and after school program for all attendees of Samuel Staples Elementary School. We offer participants the opportunity to spend their before and after school time in a safe and structured environment. Snack time and homework time will be offered, as well as numerous other recreational activities such as arts and crafts, sports, special guest entertainers, and much more!

Location

The program is held at Samuel Staples Elementary School in classroom #139. This room located in the Kindergarten hallway.

Time

Morning – 7:00 am - 8:55 am (start of school) *Please note that staff will not be allowed into the building until 7:00 o'clock sharp, so please no early drop-offs.

Afternoons – 3:45 pm (end of school) - 6:00 pm*

***PLEASE NOTE THAT ON THE FOLLOWING DAYS (BEFORE BREAKS AND HOLIDAYS) EXTENDED DAY WILL BE CLOSING AT 5:00PM UNLESS OTHERWISE STATED.**

November 27, December 20, February 13, April 9, Last Day of School.

Parent Responsibilities

Parents of participants are responsible for providing the following:

1. Maintaining appropriate and timely payment of fees
2. **Contacting the site supervisor if your child will be absent**
3. Communicating your child's needs to the site supervisor
4. Picking up your child on time

Registration

There is a one-time registration fee of \$25 per family, (new families only).

Registration fees can be paid online or to the Extended Day Supervisor.

The registration process consists of:

- ✓ Reading the “Extended Day Manual” CAREFULLY & COMPLETELY.
- ✓ COMPLETELY fill out and return a HARD COPY of the following:
 1. Emergency Contact Form.

- ✓ **Registering your family online @ www.eastonrec.com**

(Please note: if you are a returning family, please update ALL information)

- ✓ Paying the registration fee of \$25, if applicable (new families only)

We prefer that parents register their child for the entire school year but understand that this isn't always possible. Online registration can be done at any time throughout the month but we encourage parents to register their child as soon as possible as ***children who are not registered will not show up on the Extended Day rosters.***

Registering for Individual Days

This cannot be done on the public side of the online system. You must call in your request to the Extended Day cell at (203) 650-3297 with as much notice as possible. *For same day additions, the request must be called in by 3:00 pm.*

Due to a new “Max Count” policy your child may be placed on the waitlist. If this happens we will notify you via email as soon as a spot becomes available.

Disputed Charges

We do everything in our power to take care of drop-in charges in a timely and accurate manner, and expect families to check their accounts frequently to be sure there are no outstanding balances or questions on charges. If you have a dispute with a drop-in fee it should be brought up in a timely fashion. **After 3 disputed charges, we reserve the right to ask families to pre-pay for drop-in's.**

Late Fee

All balances must be paid by January 31st in order to register for the remainder of the school year. If balances are not paid, a \$25 late fee will be applied.

Please make sure all balances are paid in FULL by the end of May. During the month of June all balances must remain below \$25.

Monthly Program Fees: Options - AM, PM & Half/Min Days

The prices below are for the 2019-2020 year. Payment can be made online or at the Easton Park & Recreation office. Drop in rates: \$12/\$8 am & \$18/\$12 pm.

		5 Days	4 Days	3 Days	2 Days	1 Day
1st Child Rate	Before School	\$156	\$130	\$103	\$63	\$31
	After School	\$269	\$214	\$159	\$106	\$53

		5 Days	4 Days	3 Days	2 Days	1 Day
2nd + Child Rate	Before School	\$117	\$94	\$70	\$46	\$24
	After School	\$235	\$189	\$141	\$95	\$48

***Half/Min Day Pricing:**

Full Year - \$240.00	Half Year - \$115.00	Individual Days - \$25.00	Not Registered for Min Day - \$10 extra fee
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****HALF DAYS ARE NOT INCLUDED IN MONTHLY FEE.**

Credit and Refund Policy

There will be **NO CREDITS** given for any day that your child does not attend **Extended Day**. However, if during the school year there are **more than 5 school closings**, a general credit will be applied, see chart below.

We require a phone call to the Extended Day Supervisor to let us know if your child is a late addition or will not be attending. **Please remember it is not the school's responsibility to contact us as we are a separate entity from SSES.** All calls must be made to the Extended Day Supervisor @ (203) 650-3297 (this is a vm system, so phone calls can be made at any time) or (203) 261-8705 during program hours.

Snow Day Credits

1-5 Days No Credit	6-9 Days Missed Day Credit. 1st child \$4am/\$6pm 2nd child \$2am/\$4am	10+ Days ½ of Missed Day Credit 1st child \$2am/\$3pm 2nd child \$1am/\$2pm	Min/Half Day \$9/child
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Swapping Minimum Day - PT Conference Week ONLY

Swapping days are allowed during Parent Teacher Conference weeks (if there is availability). ****Please note**, 24 hours' notice is required and the "swap day" must be used within the same week for another Minimum Day PM.

Missed Day Credits

When registering for months with school vacations, days off, or half days you will receive an automatic discount off the total cost of your payment.

Missed Day Credit - 1st Child: \$4 am, \$6 pm, 2nd Child: \$2 am, \$4 pm

Search Procedure Change

Whenever an addition and/or cancellation is not called in by 3pm that day, the following will occur.

1st occurrence = email reminder

2nd occurrence (and each additional) = \$20.00 Fee Charged To Account

Outstanding Balances

Balances will be checked the first Tuesday of every month. If your balance for days *already attended* is above \$50, you will receive an email stating your balance owed. You will have until the 10th of the month to reduce this balance to below \$50 or pay this balance in full. If your balance isn't reduced to below \$50 by the 10th your child will not be permitted to attend. **All balances must be paid by January 31st in order to register for the remainder of the school year. If balances are not paid, a \$25 late fee will be applied. Please make sure all balances are paid in FULL by the end of May. During the month of June all balances must remain below \$25.**

Late Pick Ups

The Extended Day Program concludes at 6:00pm (***see below for days we close at 5:00pm**), and we ask that parents make every effort to pick up their child/children by that time. We do understand that sometimes circumstances arise and for this reason we will be instituting a 5 minute grace period. **Any child who is picked up after 6:05 pm is considered a "late pick up" and will be charged a fee, \$5 for each part of 5 minutes up to 6:15, after 6:15 there is a \$10 charge for each part of 5 minutes.**

The rates are as follows:

6:00-6:05 = Grace Period

6:05-6:10 = \$5.00

6:10-6:15 = \$10.00

6:15-6:20 = \$20.00 (continued)

6:20-6:25 = \$30.00

6:25-6:30 = \$40.00

6:30 and up = Flat rate of \$50 plus a dollar every minute after.

If you know that you are running late, out of courtesy to the Extended Day Staff, please call (203) 261-8705 to notify us of your approximate arrival time.

****PLEASE NOTE – that on the following days, EXT DAY WILL BE CLOSING AT 5:00, November 27, December 20, February 13, April 9 & Last Day of School (TBD). Late fees for these days starts at 5:05.***

Returned Checks

If the Extended Day Program receives a returned check from the bank, you will be assessed a \$25 returned check fee. After 2 returned checks all remaining monthly payments for the school year must be made in cash.

Withdrawal of Child From Extended Day/Change of Schedule

You must provide the Supervisor of the Extended Day Program with written/email notice **two weeks** prior to withdrawing your child/children from the program. Failure to do so will result in the charge of program fees for the two additional weeks from the date the supervisor receives a written/email notice to withdrawal the child. Please note, that two weeks written notice is also required to change your child's set schedule. **All changes to schedules or withdrawals must be approved by and come from the Supervisor of the program.**

Parental Complaint or Concern Procedure

On occasion, parents may have a concern, complaint, suggestion, or request related to an Extended Day Policy. Parents are asked to speak with the Extended Day Supervisor first. Many questions can be easily and completely answered by communicating directly with the Supervisor in charge of the program. If further questions or concerns exist, then the next person in the chain of command should be contacted to aid in problem-solving. For the most effective communication, contact should be made in the following order:

- 1) Extended Day Supervisor, Keysha Evans
- 2) Easton Park & Recreation Programmer, Lisa Farasciano
- 3) Easton Park & Recreation Director, Danielle Alves
- 4) Easton Park & Recreation Commission (monthly meetings are held on the first Monday of the month @ 6:30PM at the Park & Rec office).

Daily Sign In/Out Procedure

Drop Off

Every day that your child attends the morning program, you must check him or her in with a designated staff member. This means that you must make verbal contact with one of the staff and also sign your child into the program. Children who attend the morning program must be walked inside the building by their parent or guardian. This is a school and program policy.

Pick Up

If your child attends the afternoon program, you must sign your child out with a designated staff member. *This means that you must make verbal contact with one of the staff and also sign your child out of the program. Notification is needed if someone other than those listed on the registration form will be picking up your child. Please note, proper ID must be presented. Please call ahead if you are planning for someone other than those on your authorized pickup, to pick up your child. Also, please make them aware of the pickup procedure.*

Afternoon Dismissal Procedure

- ✓ If your child is attending Extended Day in the afternoon they must be entered into the SSES school dismissal manager. This is a policy of the school.

- ✓ **If children are not entered into the school dismissal manager they are not permitted to attend the Extended Day Program.**

- ✓ If your child is attending any other activities held at SSES the following procedure will apply; at 3:40 pm children are dismissed from their classrooms and go directly to the cafeteria to begin their afternoon. An Extended Day staff member takes attendance and the children go to the activity with their designated instructor (i.e. Karate, Acting, etc.). When the activity finishes the children are brought to Extended Day.

Please Note: Children who leave Samuel Staples Elementary School property at dismissal are not permitted back to the Extended Day Program on that school day. This does not include sports/practices held on Staples/Morehouse fields.

SECURITY PROCEDURES AT EXTENDED DAY! *Please Read*

All parents dropping off and picking up their child from Extended Day must use the Kindergarten back door entrance. Only parents of Ext Day children and other Park & Rec after-school activities are permitted to use this entrance. The Kindergarten back entrance is located behind the school (back bus loop). Notification is needed if someone other than those listed online will be picking up your child, and proper ID must be presented.

Drop off after 8:15 AM or pick up before 4:00 PM must use the front door entrance, due to the bus loop.

Disruptive Behavior

The Extended Day staff will do everything within reason to provide a positive experience for each child in the program. If at any time during the school year, your child's behavior interferes with the positive experience of the rest of the group, we must work together; the child, parents and the Extended Day staff to try to modify that behavior to better meet everyone's needs. The following is the procedure for dealing with disciplinary problems that may arise at Extended Day.

1st Offense – Verbal Warning

2nd Offense – Child will be asked to write a written description of the misbehavior which will be shared with parents and saved in the Extended Day file.


3rd Offense – Incident Report

- Several incident reports will result in a one day suspension from the program.
- If an unacceptable behavior continues expulsion from the program may be necessary.


If our joint efforts fail and the negative behavior continues, the Supervisor of Extended Day reserves the right to dismiss your child from the program for all or part of the remainder of the school year.

Please note, if a behavior is deemed extreme and/or causes an unsafe environment, the Supervisor holds the right to suspend and/or dismiss a child from the program without going through the 3 stages.

Extended Day Morning Schedule

Time	Activity
7:00 – 8:30 	Drop off any time after 7:00 am. Breakfast* served till 8:30 am. Organized games, outside time (weather permitting), arts & crafts, last minute homework help.
*Out of respect for our friends with allergies, <u>we are a Peanut Free Zone!</u>	
8:30 – 8:50	Clean Up Get School Things Together Dismissal

Extended Day Afternoon Schedule

Time	Activity
**3:40-4:00	Attendance & Announcements Snack Time
4:00 – 4:20	Outside / Gym Time
4:20 – 5:00	Homework Time/Help Organized Activities
5:00 – 6:00 	Program Enrichment Outdoor/Free Play Arts & Crafts, Board Games

****Please refrain from calling the Extended Day land line between 3:40 pm – 4:00 pm, as this is dismissal time for the children. Unless it is an emergency situation, please wait until after 4:00 pm to call in.**

Special Events for Minimum Days

Minimum days must be paid for separately and are not part of the monthly fee!

On a monthly basis, the Extended Day Program sends out a newsletter with program updates and information about special events. We have had many different in house performers such as jugglers, magicians, etc. These activities are behavior based and if your child does not follow the policies discussed in the behavioral agreement she/he will not be allowed to participate. Special events are included in the Minimum Day rate. **If your child is not registered, therefore is not on the roster for an Ext Day Min/Half Day, you will be charged an extra \$10.00 fee. The total for the day will be \$35.00.**

Illness Policy & Administration of Epi-pens/Sunscreen

If your child is not feeling well in the morning, please observe them closely before sending them to school and risking the health of other children.

- ✓ In the event of chicken pox, strep throat, mumps, conjunctivitis, or other communicable diseases, parents must notify the Extended Day Supervisor. Children may not return to the program until a physician confirms in writing that all contagious conditions have cleared.
- ✓ In the event a child contracts head lice, the Extended Day Supervisor must be notified immediately. The child may return to the program when medication has been administered, the child has been examined by the school nurse and no live lice are found on the child.
- ✓ The Extended Day Supervisor will only administer Epi-pens with a current Park & Recreation Extended Day permission form, signed by both the doctor and parent giving the Extended Day Supervisor permission. Parents must deliver the Epi-pen to the Extended Day Supervisor in its original container with the child's name on the prescription label.
- ✓ You may deliver a container of sunscreen, clearly and permanently labeled with your child's name to the Extended Day Supervisor. Do not send it in your child's backpack or by any other means. Before going outside the Supervisor will monitor the child distributing the sunscreen on their own skin.

Communication

Throughout the school year, we will be sending important information home including newsletters, program receipts, permission slips, and other important information through our email account at www.eastonrec.com.

Please note time sensitive information should not be emailed but called into the Extended Day phone at (203) 650-3297.

Snow Days, Early Dismissals and Late Openings

- On days when school is closed Extended Day is cancelled.
- On early dismissals due to inclement weather emergencies, Extended Day ***will not*** remain open. Please be sure to have an alternate dismissal plan for your child.
- On late opening mornings, Extended Day will run on a sliding schedule. I.e. if there is an hour and a half delay and school begins @ 10:25am, Extended Day begins @ 8:25am.
- **Please see page 6 for snow day credit info.**

Weather & Going Outside

The staff and children of Extended Day always try to take full advantage of outside time, weather permitting. In order to provide a safe and fun environment we need the parent's cooperation.

- Please be sure your child is dressed appropriately for the current weather conditions, i.e. coat/gloves or shorts/t-shirts/sneakers if necessary.
- **Also please be sure ALL of your child's accessories are labeled!** Any clothing remaining in the room at the end of the day will be placed inside our lost and found box. (Extended Day's is located under the sink in a bin).

Lost and Found

Extended Day lost and found is located in the room under the sink in a bin. Please feel free to check periodically for any lost items. Please note that on holiday breaks, the items left in lost and found are donated and/or combined with the schools main lost and found.

Soccer Pick-Up & Drop-Off Procedure

Please remember that if you wish for an Extended Day staff member to drop-off and/or pick-up your child at soccer practice, an email stating the following **MUST** be sent to Extended Day (extendedday139@gmail.com) prior to the day.

- 1.) Field name
- 2.) Coach name
- 3.) Time practice begins/ends and the day of the week
- 4.) Specify whether drop-off/pick-up or both*

*Please note that we do not do 3:45 pm drop-offs and 6:00 pm pick-ups. Although we aim to bring your child on time, situations sometimes arise that may cause your child to be a couple of minutes late.

Photography Usage

Photographs may be taken of your child/children, which may be used in Park & Recreation bulletins, brochures, newsletters and local newspaper articles. If you **DO NOT** want photographs taken, you must notify Extended Day by sending an email to the Extended Day email (extendedday139@gmail.com).

Thank you for being part of our Extended Day Family!

Extended Day

In Case of Emergency Contact Form

Child's Name: _____ Date of Birth: _____

Address: _____

Parent's Name _____ Phone: _____

Emergency Contact: _____ Phone: _____

Allergies/Medical Condition: _____

Doctor: _____ Phone: _____

Authorized Pickup: _____

Extended Day

In Case of Emergency Contact Form

Child's Name: _____ Date of Birth: _____

Address: _____

Parent's Name _____ Phone: _____

Emergency Contact: _____ Phone: _____

Allergies/Medical Condition: _____

Doctor: _____ Phone: _____

Authorized Pickup: _____

Extended Day

In Case of Emergency Contact Form

Child's Name: _____ Date of Birth: _____

Address: _____

Parent's Name _____ Phone: _____

Emergency Contact: _____ Phone: _____

Allergies/Medical Condition: _____

Doctor: _____ Phone: _____

Authorized Pickup: _____

Register today at www.eastonrec.com!



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