

Multilingual After School /School Age/Summer Camp Program



Multilingual Academy

LANGUAGE IMMERSION LEARNING CENTER

POLICIES AND PROCEDURES

AFTER SCHOOL

SCHOOL AGE

SUMMER CAMP

PARENT HANDBOOK

Multilingual After School /School Age/Summer Camp Program

915 Harvey Road| COLLEGE STATION, TX 77840 | 979-704-5099

Discipline and Guidance Practices

Dear Parents,

Welcome to Multilingual Academy! We are glad you are interested in enrolling your child to one of our School Age Programs (After School / Summer Camp / Holiday Camp). It is our hope that together we can make this a positive and enriching experience for everyone involved. This handbook was developed to inform parents of the Center's policies and expectations. Parents will be given a new electronic copy after an amendment is done, as well as be informed of any policy changes in writing as they occur throughout the year.

Parents are expected to read and be familiar with the information contained within this packet. Note that this document serves as a contract between you, the parent, and Multilingual Academy, stating that you are aware and agree to abide by our policies and procedures. The **"Acknowledgement of handbook,"** which is located at the end of the packet, must be signed, dated and returned **before your child may attend one of our programs.**

Our Mission: It is our mission to meet the linguistic and academic needs of Bryan/College Station school-age students by providing a safe and fun Virtual School Program for kids ages 5 and up, and who must be officially enrolled in a K-8th program at ILT, CSISD or BISD..

In addition to the academic curriculum that our teachers will help your child follow from their own schools, our MULTILINGUAL VSP is a great support for any child that is in a multilingual or dual language program in town. Our certified teachers and instructors help motivate multilingual learners to become not only more independent, but to become bicultural.

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Our Staff: The Center's President and owner is Mrs. Forsyth M.Ed., a Texas certified Bilingual Education teacher and School Administrator with experience teaching all ages. Mrs. Forsyth serves this 2021-2022 school year, as the Head of our lead teachers for the ASP, leads a team of teachers and instructors who work one-on-one with our students' needs and who work in groups as well depending on the assignments, homework and/or school projects.

Additional School Age Program staff is carefully selected from a variety of applicants. Our staff members are typically Bilingual Education or Early Childhood Education students from Texas A&M University or Blinn College, as well as experienced elementary and secondary teachers.

We maintain the required student to teacher ratio, ensuring that your child is always supervised, and enabling our counselors to better get to know your child. You can find an up-to-date staff list posted in the "Parents Need to Know Board."

Hours of Operation:

After School Program

August-May Monday - Friday, 3:00pm - 6:00pm

All Day or Holiday /Summer Camp

Any listed Holiday or Summer Program from 7:45am - 5:30pm

*Late fees - Should you have to pick up your child late, please contact our office as soon as possible. A late pick-up fee of \$10 per minute will be applied after 6:05 p.m. for After School and after 5:35pm for Summer Camp. Note that exceptions can and will be made as to whether or not the late fee is applied. One time offenders may or may not be charged the late fee, but persistent tardiness will result in late charges to be paid before your child can attend another day.

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Transportation/Parent-Pick-up

After School Program -

Pick-up:

The assigned After School Program Instructor/Driver will pick up your child at the assigned school bus lane. **It is your responsibility to let your child's school know they will be picked-up by Multilingual Academy.**

In case your child is absent, the assigned driver will contact the parent/tutor assigned in the registration form, before leaving the school to ensure that no children are left behind. Please let us know if your child will be absent from school or if there is any other reason why we should not pick up your child from school, by messaging our staff through your child's **ProCare APP** account..

After School Parent Pick-up by 6:00 p.m. (5:30pm for Summer Programs)

1. **Parents will sign-out their child daily using our ProCare Parent touchless sign in/out feature.** If someone is picking up your child who is not authorized on their registration form, then a notification from the parent/guardian must be provided to our staff. If the person picking up your child does not have a signed consent from the child's parents/guardians, then our staff will call you to ensure we have your permission to release the child, and a copy of the ID of the new authorized pick-up person will be stored in the child's file.

All persons picking up children must have a valid photo ID. We will not release your child to anyone not authorized on his/her registration form.

2. **Make sure all your child's belongings are together and accounted for, and most importantly are their belongings.** Although our staff will help each child gather up their belongings, please note that you as the parent are allowed to step back into

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our facility and assist your child in packing up their belongings as well as helping our staff find anything they may have misplaced throughout the day.

3. Children may be picked up and signed out at a field trip location (With previous notice and authorization by MLA's Administration)

Illness & Excused Absence Criteria

We ask that parents please keep your child home if he/she has:

1. A **temperature** of more than 100 degrees Fahrenheit in the morning. Children should be free of fever for 24 hours (without medication) before returning to camp.
2. **Conjunctivitis**, an eye infection commonly referred to as Pink Eye. The eye is generally red with some burning and there is thick yellow drainage being secreted.
3. **Bronchitis**, hoarseness in the throat, cough, and slight fever.
4. Rashes that you cannot identify or that have not been diagnosed by a physician.
5. **Impetigo of the skin** (reddish pimples). A blister may form and then burst leaving the skin surface irritated and raw.
6. **Vomiting** must not have vomited in the last 24 hours before returning to camp.
7. A **severe cold with fever**, sneezing, and/or a runny nose.
8. A **contagious disease** (measles, chicken pox, Mumps, etc.). Please let us know if your child becomes ill with a communicable disease, we are required by law to notify the parents of other children attending our camp. Privacy will be kept.
9. Been diagnosed by a doctor as having an **ear or throat infection**. Children must be medicated for at least 24 hours before returning to the camp.

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10. Head **lice**; a child must be free of head **lice/eggs** before returning to class. A doctor's note and assessment by the Camp director will be required upon your child's return. This also applies to ringworm.

***If a condition develops during the day**, a parent will be notified and the child must be picked up as soon as possible. A sick child will be attended to and kept comfortable in the front office until the parent arrives. It is required by law that any child sent home due to illness may not return until they have been symptom free for 24 hours.

**Only prescription medications and "emergency medications" prescribed by a doctor (i.e. asthma, insulin, Epi-pen, etc.) will be administered by Multilingual Academy employees. You must fill out and return a "Administration of Medication Parent Consent" form before any employee can administer medication to your child.*

Medical Emergency Procedures

Multilingual Academy is extremely concerned and cognizant of our role in correctly managing situations that require first-aid and/or emergency care. Our staff is required to be certified in CPR and basic first-aid training. Specific safety and emergency procedures are posted throughout our facility and within the staff handbook.

Fire drills occur once a month and severe weather drills are held each semester..

Medical Emergency: In the event of an actual medical emergency, EMS (911) will be called and first-aid protocol will be followed. Multilingual Academy instructors are certified CPR/First Aid. If transportation is

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necessary the program director or director's assistant will accompany the child to the hospital. Parents will be notified by phone at the number specified on the enrollment form and/or sign-in sheet.

EMERGENCY PREPAREDNESS

In the event of an actual evacuation due to fire, severe weather, flooding, terrorist attack, etc., all parents will be notified and given one hour to pick up their children. The staff will do a name to face roll call every 15 minutes using the daily attendance records brought from our facility and the director will communicate with local authorities, and parents using a personal cell phone. In addition, all parent emergency contact numbers, authorizations for emergency medical care and registration forms will be transported and available for use.

Parental Notification Procedures

Medical Notification: Parents are notified of any accidents. Accident reports are filled out by the attending staff member and signed by the director or supervisor. Parents are also asked to sign the accident report as proof that they were notified. Although accidents do unfortunately occur, safety is our number one priority in all of our activities.

Notification of Policy Changes:

Parents will be notified in writing of any change to our operational policies and enrollment agreement. Once changes have been enacted

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parents will need to sign a form indicating they are aware of the changes that were made.

Redirection/Discipline:

Multilingual Academy uses positive methods of discipline and guidance. Our goal is to help develop and build a child's self-esteem and confidence. We believe that every child should learn to take ownership of their actions and learn to make appropriate choices before acting. Our staff will attempt to avoid discipline problems by:

- Making rules clear and simple
- Being consistent when dealing with children

The staff is trained in the emotional make-up of young children and will be flexible in their approach to discouraging a potential problem.

Specific techniques used by all staff for discipline will be to:

- Speak to the child at his/her level while maintaining eye contact and using a calm voice
- Listen to the child's explanation of his/her behavior
- Remind the child of rules at school
- Speak to the child in positive, not negative terms
- Remove the child from the group and placing in time out for one min of their age (example; 4 year old= 4 minutes, and 5 year old= 5 minutes)

****Aggressive behavior will be handled immediately****

- Discipline will be individualized and consistent for each child, appropriate to the child's level of understanding, and directed toward teaching the child acceptable behavior and self-control.
- A caregiver will only use Multilingual Academy's "Self-Responsibility" methods of discipline (Self-Responsibility Discipline Method teach the child to be responsible for his/her acts, and learn to make good

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choices that lead to positive outcomes) and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following:

- o Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
- o Reminding a child of behavior expectations daily by using clear, positive statements
- o Redirecting behavior using positive statements
- o Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age

**Multilingual Academy will not use harsh, cruel, or unusual treatment with any child.*

Discipline/Incident Reports

Multilingual Academy directors and staff will try every means possible to avoid having to write a child up, but unfortunately there are times that it may come to that process when necessary. After a child's initial write-up, the consequences for further misbehavior are as follows. Dismissal may occur for an inappropriate behavior of a child which violates the rights of theirs and/or which shows no improvement after the following steps are taken to change such behavior.

Our teachers follow a 4 step process when it comes to write-ups for a child.

1. Parents are notified about the child's behavior by a note and/or phone call.
2. A conference is held with parents, teacher, and the director to develop a plan to deal with inappropriate behavior.
3. A second conference is held between the parents, teacher, and director to reevaluate the inappropriate behavior.

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4. One week suspension from school (if the child is sent home on a Monday, they may not return back to school for one week until the following Tuesday).

5. The child is dismissed from the program when no improvements are seen within the time period that is to be set by the director, teacher, and parent of the child.

*During each parent conference, the parent is expected to work with the director and other teachers in helping to address the behavioral issues of the child, so as to avoid any further suspensions and ultimately expulsion from the program.

Multilingual Academy is deeply committed to seeing your child grow in their time in our facility and we want to avoid having to use these more serious discipline actions. Please be aware that we do hold the right to bypass any of these steps and act immediately with the more severe consequences such as a suspension and expulsion.

Meals and Food Practices

Snack:

Our School Age Program provides a free daily snack, if the student does not like or is allergic to the assigned snacks, **the student can bring his/her own snack/drink.**

Lunch: Multilingual Academy does not include lunch, but we can include one if your child attends ILT and is enrolled in our MAP program full day on Wednesdays for \$ 10. Parents are responsible for providing a nutritional dinner for their child if they wish them to eat before dismissal.

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Parents can also pre-pay for lunch options provided by Multilingual Academy at the time of registration, or every morning during drop-off time.

Prepackaged dinner options available at Multilingual Academy:

-Littles' Lunches \$15.00 daily or \$115.00 (Lunch and two snacks)

*We ask that you please pack **easy and ready-to-eat foods** such as finger foods.

*Please label your child's lunch kits and items with their full name.

*Any snack or lunch charges incurred by a student must be paid by the end of the day, or the credit card on file will be charged by the end of the week.

Food Allergies

The safety and well-being of our participants is our number one concern. We must not only keep this in mind during our field trips and planned activities, but as well during our meal times. Due to some children's severe allergic reactions to nuts and other food allergens, all children will be required to wash or sanitize their hands before/after each and every meal time.

If your child has a food allergy please make sure to note it on their registration form as well as provide Multilingual Academy with the

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"Allergy Plan" form and any medication meant to treat a reaction (i.e. Benadryl, Epi-Pen).

*During snack time, children with food allergies will be sat separately at a table without any food that is harmful to them.

Multilingual School Age Program Enrollment Information:

During the enrollment process parents must completely fill out their child's registration form, as well as all other required documents before the 1st day of attendance. If you have any questions you may ask the front desk or program director.

The School Age Program Policies and Procedures Parent Handbook must be read and the "Acknowledgment of Handbook" must be signed, dated, and returned to the front office. Along with these two items, all other registration fees and paperwork must be completely filled out and turned in to the front office before your child may attend any of our programs.

*Note that the School Age Program is for school-age children ages 5 and up.

*It is extremely important that you list any medical issues your child has or does have so as to better keep our staff informed about any potential complications.

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School Age Camp Cost

Registration Fee - \$50 per child due at time of registration.

(registration fee is non-refundable and includes paperwork, camp t-shirt, snacks, student's materials, and School-to-Camp transportation)

One-time campers will be assessed a \$10 registration fee, and if a camper continues to attend the After School Program (even sporadically), the additional \$40 will be charged to complete the total \$50 registration fee.

Registration MUST be paid in full at the time of registration in order to secure your child's placement.. (No partial payments accepted)

Any CHANGES to original registration must be made in person at our office.

Cash, credit cards or checks payable to "Multilingual Academy" accepted at the time of registration.

AFTER SCHOOL MONTHLY TUITION

Per month: \$350 and does not include Holidays.

SUMMER CAMP PROGRAM MONTHLY TUITION

Per month: \$850

Payments and/or changes MUST be made before the child can start attending.

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Cancellation and Refunds

Parents can withdraw their children temporarily or definitively from our After School Program; however, NO REFUNDS WILL BE MADE, and tuition cannot be transferred to another child. In addition, there are no refunds or proration of tuition for missed days. Missed camp days cannot be transferred from one day to another.

Parental Visitation

Multilingual Academy limits parent visitation during our School Age Program due to COVID-19 situation..

*We do have to state though that excessive visitation (when extrictly needed) within a period of time is not allowed, unless you fill out and pass a criminal background check.

We strive to provide a safe and secure environment for your children, this is why our staff are thoroughly screened and trained.

Field Trips:

Our School Age Program may go on field trips on Early-release days and Holidays (subject to change). Field trips may be changed or canceled at our Center's discretion.

For our Summer Camp Program, our main Friday field trips will have an additional charge for parents of \$20 to cover for tickets, or extra expenses, etc.

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Parents will be notified in person or in writing of any changes of field trip location and times as well as they will be clearly posted within the check-out area.

Please make sure to pack appropriately for the particular field trip we will be attending that day (i.e. extra money for games, pants, socks, & jacket for ice skating, towels, extra clothes, sunscreen, etc.).

Damage to Multilingual Academy's Property

All costs resulting from intentional damage to Multilingual Academy's Property, office, classrooms, materials, and transportation vehicles by students, will be billed accordingly to the child's parent on record, and the child will be suspended from camp until repairs or payment has been submitted. Property damage balances incurred by camp students must be paid within a 2 week window, beginning on the date the notification is given to the parent on record (the credit card on file will be automatically charged if payment is not submitted within the 2-week notification window).

Bullying or Taunting Behavior Prevention

Bullying is defined as a single significant act or a pattern of acts by one or more students directed at another student that exploits an imbalance of power and involves engaging in written or verbal expression, expression through electronic means, or physical conduct that:

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1. Has the effect or will have the effect of physically harming a student, damaging a student's property, or placing a student in reasonable fear of harm to the student's person or of damage to the student's property;
 2. Is sufficiently severe, persistent, or pervasive enough that the action or threat creates an intimidating, threatening, or abusive educational environment for a student;
 3. Materially and substantially disrupts the educational process or the orderly operation of a classroom or school; or
 4. Infringes on the rights of the victim at school.
5. Bullying includes cyberbullying.
- Any student suspected of bullying during our School Age Program hours will be subject to an interview with the Center's Director, and if bullying is verified, the student's parents will be notified in paper.
 - Bullying will result in temporary or permanent suspension or exclusion from our After School Program at our Director's discretion, and tuition will not be refunded.

Cell Phone Policy

*Our After School/School Age/Summer Camp Program has a NO CELL PHONE POLICY! Students must refrain from using their personal devices to call, text, video, photo, or access any social media or music

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platform. For the cyber-safety of your children, staff monitors that all students follow our NO CELL PHONE POLICY at all times. In case a student needs to communicate with parents, the staff can help by providing one of our classroom landline phones. Students also have supervised access to the internet in case of any online homework assignments ONLY. If a student violates this policy, our staff has the right to take the device to the front office to be picked up by parents at the end of the day.

Other devices that students may need to bring for strict educational purposes must be approved by our teachers and director. All devices will remain in the possession of our staff during non-technology based activities, and will be sent home daily.

Additional Procedures

*IMPORTANT: When picking up your child, please make sure that all items are accounted for and are theirs. All contents in the lost and found bin will be discarded every other Friday.

*As part of our daily lessons and field trips, children participate in educational and recreational activities which might be photographed or video recorded for the camp's promotional purposes. If you prefer that your child does not appear in any of the photos or videos, please submit a written note to the camp director with the name of your child and the date submitted.

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*If you have any questions or concerns regarding your child's experience in our Camp program please contact the head of the program **Coach Manuel Rodriguez** at (979) 574-7739.

If you have any questions about tuition or payments please contact the front office staff in person.

Parental Notifications

Complies with Section 746.501 of the Minimum Standard for Child-Care Centers

From time to time, Multilingual Academy may choose to update the Operational Policies and Procedures. The most recent version will be available at www.multilingualacademybcs.com to view or download, as well as available upon request.

It is important that parents keep Multilingual Academy aware of changes in contact numbers; home, work, and cell- as well as changes of address or email addresses. We will also need updated emergency contact numbers, changes in designated pick-up people, or pertinent medical or educational information. Please give these changes to the front desk in writing or by email. **Because of our need to contact you immediately concerning the well-being of your child it is essential all information be kept current at all times!!**

Medical Notification: Parents are notified of any accidents. Accident reports are filled out by the attending staff member and signed by the director or assistant director. Parents are also asked to sign the accident report as proof that they were notified of the accident. Although accidents do unfortunately occur, safety is our number one priority in our childcare facility.

Notification of Policy Changes: Parents will be notified in writing of any changes to our operational policies and enrollment agreement. Once changes have been enacted, parents will receive a reminder that with their original Parent Handbook signature they pledged to be aware and abide by all future changes that may be adopted in the academic year.

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Firearms and Other Weapons

- Law enforcement officials who are trained and certified to carry a firearm on duty may have firearms or ammunition on the premises of the child-care center.
- For all other persons, firearms, hunting knives, bows and arrows, and other weapons are prohibited on the premises of the child-care center.

Texas Penal Code

Multilingual Academy will inform parents in writing that under the Texas Penal Code, any area within 1000 feet of a child-care center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to harsher penalties.

Reporting Suspected Child Abuse

For information from the Texas Department of Family and Protective Services on reporting abuse, neglect or exploitation, visit:

http://www.dfps.state.tx.us/Contact_Us/report_abuse.asp

Abuse Hotline and Website

- Call the Texas Abuse Hotline toll-free at 1-800-252-5400 24 hours a day, 7 days a week, nationwide • Make your report through their secure web site and you will receive a response within 24 hours:
www.txabusehotline.org

Preventing and responding to abuse and neglect of children

Multilingual Academy will ensure annual training is completed by employees to prevent and respond to abuse and neglect of children.

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Questions or Concerns

Something we value greatly is feedback from parents. If you have questions or concerns regarding your child please communicate them through the following contacts:

1. If you have questions about your child's class please contact your teacher, or call (979) 704-5099 to speak directly to the director or assistant director.
2. If you have questions or concerns about our program you can contact the Childcare Director at (979) 574-6079.
3. If you have questions about tuition or payments please contact the front desk or the director at (979) 704-5099.

State Licensing Contact:

*It is our top priority to keep your child free from harm. In Texas each person is required by law to report even the suspicion of abuse or neglect. The Child Abuse Hotline is 1-800-252-5400. The local licensing office number is (979) 731-0118, and the website is www.dfps.state.tx.us. Please remember anytime you see something that appears suspicious, makes you feel uncomfortable, or violate policy; please bring it to the attention of the Aggieland Preschool Academy director.

Viewing of the Minimum Standards Rules and Licensing Reports:

A copy of the Minimum Standard Rules for Licensed Child-Care Centers and the latest report from the Department of Child Care Licensing are available for review at any time. If you would like to review these documents, please visit the front desk and we will direct you to the appropriate locations.

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Parent Agreement

I _____ (full name of parent/s) agree to the policies and procedures detailed in the Multilingual Academy After School Program Parent Handbook. I understand that it is my responsibility to communicate with the Center's Director and any other staff of any questions or concerns I may have. I agree with the discipline procedures followed by Multilingual Academy instructors and staff, and understand that it is my responsibility to communicate with my child about participating in ALL scheduled activities while at the center. Most importantly, I understand that Multilingual Academy is a learning program focused on my child's academic success.

Parent signature

Date

Student Agreement

I _____ (full name of child) understand that I must follow Multilingual Academy After School Program rules and be respectful with my instructors and other Center's staff, as well as with my fellow classmates. I agree to fully participate in ALL scheduled activities, and be prepared and with a good attitude every day (NO EXCEPTIONS). I understand that the Center's Instructors and Staff can correct my behavior and contact my parents if they consider it necessary. Most importantly, I understand that Multilingual Academy After School Program is a learning program focused on my academic success.

Camper signature

Date

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Parent Orientation Agreement Form

Please initial each section:

_____ I have read the Handbook and have been oriented to Multilingual Academy policies and procedures. I agree to abide by them, and I understand that my signature will validate any future changes or updates made to MLA's Parent Handbook, as I accept my responsibility to read all of MLA's written communication in order to be aware of curriculum, calendar, schedule or policy changes.

_____ I have read and understand that I must provide at least one credit card authorization form, and understand that I give permission to Multilingual Academy to automatically charge my credit card on file in case I fail to pay my child's monthly tuition by the 3rd of every month, as well as to pay for any materials, food, or other miscellaneous charges or late fees incurred while my child is in care at this center.

_____ I have read and understand that I must provide the complete list of documents and materials/clothes/meals needed since the 1st day of attendance.

_____ I have read and understand the Late Pickup Policy and related charges, and accept to abide by them.

_____ I have read the Guidelines of Exclusion of Sick Children, and understand that MLA's staff make the final decision to exclude any child from care, based on the center's health policies and the State's health standards.

_____ I agree to keep all information on the Enrollment/Health History and Emergency Care Plan current. Change of information forms can be found at the front desk.

_____ I give permission for my child to be photographed/videotaped by Center staff. The photographs/video will be used only within our building and/or Multilingual Academy's website.

_____ I give permission for my child to be transported by Multilingual Academy's staff and attend any scheduled field trips, and I know that it is my responsibility to provide a car seat or booster seat if requested by the center.

_____ I have read the 30-day withdrawal notice requirement, and understand that I am responsible to cover any fines or tuition that may result in the failure to submit a 30-day notice prior to the next due date for my child's monthly tuition. I also understand that any outstanding balance left in my child's account after withdrawal will be sent to a collections company and may reflect in my credit history until the balance is paid.

Name of child/children enrolled

Parent/Guardian Signature

Print Name

Date