

**PLACE**  
PASCO LEARNING & ACTIVITY CENTERS OF ENRICHMENT



## **PLACE Program**

Pasco Learning and Activity Centers of Enrichment

**Quality...Integrity...Trust**

## **Client Handbook Procedures and Guidelines**

### **Mission Statement**

By connecting family, school and community the PLACE Program is committed to providing excellence in childcare which impacts and inspires lifelong learners and global citizens.

### **Vision Statement**

The PLACE Program will assist children in becoming college, career and life ready by fostering a caring and creative environment which emphasizes the social, emotional, physical and intellectual development of each child.

Effective September 18, 2018



**Pasco County Schools**

Providing a world-class education for all students.

Kurt S. Browning, Superintendent of Schools

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## Civility Policy

The District School Board of Pasco County believes that a safe, secure, nurturing and civil environment is essential in accomplishing its mission to create a community which works together so all Pasco County students will reach their highest potential.

This Policy promotes mutual respect, civility and orderly conduct among all district employees, students, parents and the general public.

The policy is not intended to deprive any person of his/her right to freedom of expression. Rather, it is intended to maintain, to the extent that is possible and reasonable, a safe, harassment-free workplace for students, families and staff, that is free of disruptive, demeaning, intimidating, threatening or aggressive behaviors.

Volatile, hostile or aggressive actions and words will not be tolerated, and individuals who engage in these activities may face penalties up to, and including, criminal prosecution.

District students' rights and responsibilities are further defined within the Code of Student Conduct. Authority: 10001.21(2), F.S PCSB Policy: KFA

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**Pasco Learning and Activity Centers of Enrichment (PLACE) is supported solely by fees paid for program services by clients. No educational dollars are used to provide this service to families.**

### Hours of Operation

6:30 a.m. – 6:00 p.m.

### PLACE Client Calendar

The **PLACE** client calendar is located at [www.placeprogram.com](http://www.placeprogram.com) under the client information section.

## Program Goals

- ❖ The staff will strive to meet the social, emotional and intellectual needs of children in an environment that fosters:
  - Positive self-esteem
  - Initiative
  - Independence
  - Problem-solving
  - Creativity
  - Safety-awareness
  - Sense of security
  - Self-control
  - Environmental awareness
- ❖ **PLACE** staff will be sensitive to the needs of clients utilizing their services by:
  - Providing an enriching environment for students
  - Delivering age-appropriate curriculum to students
  - Communicating with clients through written communiques, bulletin boards, digital signage and conferences
- ❖ The **PLACE** Program will operate in a financially responsible and independent manner, expanding services wherever the need is evident.

## Description of Services

The before and after school activity program, **PLACE**, has been designed to provide an active and enriching environment for students who must arrive at school early, stay late and /or require supervised activities during school holidays and the summer.

The school cafeteria and outside play areas are utilized for **PLACE** activities. Supervision is provided at a ratio of 1 adult to 25 students. The number of students enrolled at each site is determined by how much physical space is available and the number of staff employed.

The **PLACE** Program serves all Pasco County Elementary Schools.

Program activities may include:

- Homework and Reading
- Science, Technology, Engineering, Math
- Recreational Activities and Cooperative Games
- Cultural Enrichment Experiences
- Special Interest clubs

- Creative Expression through Music, drama, Dance, Art
- Crafts

## Enrollment Criteria

A student may be enrolled in the **PLACE** Program when he/she is:

- Able to be independent in daily self-care needs, such as toileting, feeding and dressing self
- No danger to him/herself or others
- Able to participate in large group activities with an adult/student ratio of 1 adult to 25 students
- Able to remain within the program location and under supervision without running away

## Status Descriptions

The following services are provided at each **PLACE** Program:

- **Full Fee** – For clients who require both morning and afternoon services
- **Before Care** – For clients who require morning services only
- **After Care** – For clients who require afternoon services only
- **Drop-In** – For clients who require service other than full-time or before/after school only
- **PEEPS** – A service provided at no cost to families of 4-year-old children registered and attending Headstart and/or VPK. This service is only available at select sites
- **Summer** – For clients who require service during the summer months

## Registration Policy

Registration requires completion of all registration forms by the client, health/accident insurance, and payment of all nonrefundable registration fees and full payment of the weekly tuition for the first week of services.

- Tuition will not be prorated for entering the program mid-week or later
- Health/accident insurance must be maintained while student is enrolled in the **PLACE** Program

- Transfer clients are required to complete registration forms for the new **PLACE** Program their children will be attending
- A client or student may not have a balance due at any **PLACE** Program prior to enrolling
- Clients who have children in attendance on alternating weeks will be expected to pay weekly tuition every week, regardless of custody issues

## Custody Issues

- ❖ Certified copies of any court orders provided by the custodial parent, which restricts a parent's ability to seek release of his/her student, should be submitted to the **PLACE** Program office. Should a parent come to program and request to remove his/her student, the **PLACE** Program staff cannot prohibit the action unless these papers are on file.
- ❖ At no time is the **PLACE** Program to be used to conduct any form of visitation. Any custodial/noncustodial visitation agreements must be conducted outside of the **PLACE** Program hours.

## Tuition and Fees

- ❖ Tuition and fees are payable by check, money order or via credit/debit card only. Checks and money orders must contain the check writer's name, address and current telephone numbers.
- ❖ The maximum allowable amount of each check, money order or credit/debit card transaction is \$500.00.
- ❖ Cash and starter checks are not accepted for payment of tuition or any other fees.
- ❖ An annual nonrefundable registration fee is required for each student. Registration paperwork will be accepted only with a check/money order for the registration fee for each student. All students are required to re-register and pay the registration fee each school year.
- ❖ Students who have been attending the **PLACE** Program during the regular school year are not required to pay an additional registration fee to attend the summer program.
- ❖ Tuition is due in advance of the week's service. Tuition in full and all outstanding fees must be received by 11:59 p.m. on the second day of program to avoid assessment of a late payment fee, per student, even when the student is not in attendance.
- ❖ The **PLACE** Program is not responsible for interruptions in the delivery of the U.S. Postal Service which may delay receipt of payment.
- ❖ The **PLACE** Program is not responsible for payments sent in students' backpacks or left at the school office.
- ❖ A late payment fee is assessed when payment is not made at the time Drop-In service is utilized. Clients may not utilize Drop-In service if any past due balance is unpaid.
- ❖ All students must be signed out by 6:00 p.m. **Beginning at 6:01 p.m., a late pick-up fee will be assessed, per student, for every 15 minutes or any part thereof.** Late pick-up fees are due immediately at the time of the occurrence. Repeated late pick-up may result in termination from the program.
- ❖ Weekly tuition is not prorated for short program weeks, acts of God or circumstances beyond our control, or when termination occurs on any day of the week.
- ❖ A fee status change may be made two times per school year and only if there is no past due balance on the account. Changes in fee status will require amending and initialing the Enrollment Status Form. Each additional status change will incur an additional registration fee, per child. Status changes to Drop-In will not be considered for any client who has a balance due. A change in fee status will be effective on Monday of the following week. A change in fee status will not be granted after the fact.
- ❖ Client adjustments will not be issued for late payment of tuition, late pick-up, or registration fees.
- ❖ Client adjustments will not be issued for late pick-ups due to traffic related incidents.
- ❖ All past due balances must be paid by the last day of program in the week for which the balance is due to avoid termination of the account. Students will not be permitted to re-enter program until past due balances are paid in full.
- ❖ A break in service will require completing new registration forms and paying the registration fee, per child.
- ❖ Students and/or clients may not transfer to another **PLACE** Program, re-enter any program, change status to Drop-In or continue in program with a balance due.
- ❖ Clients are billed weekly, regardless of their children's attendance.
- ❖ Nonpayment of weekly tuition/fees or failure to pay for returned checks/fees to the collection agency will result in termination of the account.

- ❖ The **PLACE** Program reserves the right to require payment by money order.
- ❖ When suspension or termination occurs during any part of a week, unused weekly tuition is nonrefundable.
- ❖ Pre-paid tuition for weeks when no attendance occurred will not be refunded.

## Before/After School Only

Before/After school only care status may be requested if the student attends mornings only or afternoons only. Attendance outside of the registered status should only occur on full day program. \* Any student who attends both morning and afternoon, in any week, or for any portion of the day on a full day program requires payment of full-time tuition for that week.

\* Full day calendar is located at [www.placeprogram.com](http://www.placeprogram.com), under the client information section.

## Drop-In Status

In response to clients' requests and needs, we have implemented a Drop-In plan for clients who require service other than full-time or part-time. **Payment for Drop-In service is due at the time of service or a late payment fee will be assessed, per child.**

- Drop-In service will not be offered or continued for any client who owes money to any **PLACE** Program
- Drop-In clients are not eligible for vacation credits
- Clients may not change status to Drop-In at any time to avoid full-time or part-time tuition. All other **PLACE** policies and procedures are applicable to Drop-In clients

## Vacation

Vacation credit means that students will not be in attendance and the clients will be given a vacation credit equal to the normal weekly tuition.

- Clients must complete and return the Vacation Notification Form prior to the requested vacation date or they will be charged their weekly tuition. **Vacation requests and**

**vacation credits will not be granted after the fact.**

- Vacation requests will not be granted to clients who have a past due balance.
- A vacation credit will not be given to clients who leave with a past due balance.
- A vacation week is considered five continuous days beginning on a Monday. Students will not be eligible to attend the program on any day during the vacation week without being charged.
- Clients/children who enroll or re-enroll and attend during the regular school year program are eligible to take two weeks of vacation before the beginning of the next regular school year program for a maximum of two weeks during any regular school year
- **Drop-In and Summer only clients are not eligible for vacation credit**

## Check-In/Check-out

To assure that students are supervised while in our care, we employ the following system:

- Each student must be checked into and out of the program daily on the touch screen computer by the client or other authorized person. Each authorized person must use his/her own personal code or identifier
- Only persons who have written authorization from the client are permitted to sign out/pick up a student
- Picture identification is required for anyone to sign out a student when they are unknown to site personnel
- Students will only be released from the designated sign-in and sign-out areas
- **PLACE** employees are prohibited from acting as an authorized drop-off or pick up person for any student enrolled in **PLACE** unless the employee is a family member, has legal authority for the student, or is a member of his/her household. A liability waiver must be signed by the client.

## Attendance

Students must report to the school cafeteria or the designated **PLACE** site area immediately upon school dismissal.

## Late Pick-Up

Sign in/out time will be determined by the clock on the touch screen computer at the **PLACE** site. **All students must be signed out by 6:00 p.m. Beginning at 6:01 p.m., a late pick-up fee will be assessed per student for every 15 minutes, or any portion thereof, if sign-out has not been completed by 6:00 p.m.** Clients must maintain up to date telephone numbers for all persons permitted to pick up their children. The following steps will be taken if any student remains at the site 30 minutes after closing without notification from the client:

- The Site Manager will attempt to contact persons permitted to pick up the student as indicated on the Registration Form
- If no authorized person is reached by 6:30 p.m., the Site Manager will contact local law enforcement to pick up the child(ren)

## First Aid/Injuries

A staff member trained in first aid will apply ice packs, wash scrapes with soap and water and provide first aid to minor cuts, scrapes and bruises. A log of accidents/injuries is maintained on the client information table at each site. Clients will be notified of minor injuries and requested to sign the log at the time the child is signed out. An effort will be made to telephone a client or emergency contact person if the injury requires additional treatment.

## Health

Clients will be notified if their child becomes ill while at **PLACE** and needs to be picked up. **It is very important that information on contact persons be current, so that someone can be reached in the case of illness or emergencies.** A client will be contacted if a child is suspected of having a communicable disease, has a fever or symptoms which include, but are not limited to, any one of the following: diarrhea, rash, pink eye, skin infection. The child must be removed from the facility as soon as possible. Any child who has had a communicable disease may not return to the program until the signs and symptoms are no longer present, or the child has a statement from a doctor.

## Medication

School Board Policy JHCD “Administering Medicines to Students: states the following:

“Administration of medicine during school hours should occur only when medication schedules cannot be adjusted to provide for administration at home.”

All Medication must be in the original prescription container. Regulated nonprescription medication will not be administered at school without a physician’s statement dated for the current school year.

## Lice

**PLACE** staff will not check heads for lice. If staff members see “live bugs” they will contact the client to pick the child up.

## Nutrition

Clients must supply an adequate and nutritious lunch for students who attend the program on full days. Clients may also provide healthy snacks daily for students who attend the program. Please report all food allergies or special nutritional needs to the **PLACE** Site Manager.

## Field Trips & Guest Presentations

In order to schedule adequate supervision and transportation, students must be registered for optional field trips or guest presentations according to the deadline dates. Parent Release Forms for the respective activity must be turned in according to established deadlines. **No student will be allowed to go on any trip or attend any presentation without the client submitting the Parent Release Form prior to the deadline for the given activity.**

## Volunteer

The **PLACE** Program uses approved adult volunteers to chaperone field trips and special events or provide program enhancement. All volunteers must be approved prior to volunteering in any capacity in the program. All volunteers who are not employees of the District School Board of Pasco County must submit a School Volunteer Application online at [www.pasco.k12.fl.us](http://www.pasco.k12.fl.us) to be renewed July 1<sup>st</sup> of each year.

## Parent/Client Information

A parent information area is located at each site. It is advisable to check the area for updated information on a regular basis. In addition, each site will have a digital signage with important program information.

## Personal Property/ Technology Devices

Students may bring their own electronic devices to the **PLACE** Program to assist in their learning experiences. For the purposes of the **PLACE** Program, "Device" means privately owned, wireless and/or portable electronic handled equipment. This includes, but is not limited to: mobile phones, laptop computers, tablets. The device is intended to be used for educational purposes and not as a gaming system. It can be used at the discretion of the Site Manager and only in designated areas. Students must adhere to the District School Board of Pasco County's "Responsible Electronic Use Agreement for Students". Violations of this agreement will result in disciplinary actions. The **PLACE** Program is not responsible for damage to or loss of any student's personal property.

## Employees of the District School Board of Pasco County

Current full-time employees of the District School Board of Pasco County receive 10% discount on their weekly Tuition.

- The application for this discount must be submitted every time a student is registered or re-registered

- The discount will take effect following district office approval
- DSBPC employees who have registered for the fall program and have not attended summer program will not be charged a summer registration fee when DSBPC work calendars mandate returning to work prior to the new school year

## End-of-Year Client Statements

**PLACE** does not automatically issue a receipt for payments made. Receipts will be provided at the client's request. A yearly charge/credit summary will be supplied upon request. The Employer Identification Number is 59-6000792.

## Problem Resolution

When dealing with problems that cannot be resolved at the **PLACE** site level, you may contact the Pasco county Schools **PLACE** Department at (813) 794-2298, (352) 524-2298 or (727) 774-2298. You can also visit the web page at [www.placeprogram.com](http://www.placeprogram.com) for further assistance.

## Behavior/Disciplinary Action

**PLACE** staff has developed guidelines for students' behavior using positive reinforcement and other disciplinary alternatives. The guidelines for behavior are posted at each site. Disciplinary action is noted on a Behavior Notice that is to be signed by the parent within 24 hours of the incident. Suspension will commence no later than 24 hours after the reported behavior incident occurs. A parent conference will be requested if disruptive behavior continues.

A complete copy of the **PLACE** Behavior Policy is located on the next page.





## BEHAVIOR POLICY

PLACE staff are committed to provide a safe, positive and enriching environment for all children in our program. Although the PLACE Program is a different setting than the regular school day, appropriate behavior is still expected. Please review the following expectations of appropriate behavior:

1. Listening and following directions
2. Keeping hands, feet, legs and objects to self
3. Speaking in a normal tone of voice, in a courteous manner and utilizing acceptable language
4. Using materials and equipment appropriately
5. Following safety rules

### **PLACE staff will use positive behavior management techniques that include:**

1. Guiding children by setting clear, consistent expectations for program behavior
2. Redirecting children to a more acceptable behavior or activity
3. Using positive reinforcement
4. Making eye contact and listening when children talk about their feelings and frustrations
5. Guiding children to resolve their own conflicts through the use of conflict resolution skills

### **PLACE staff will use the following discipline action steps:**

1. Verbal communication to parent/guardian regarding child's behavior
2. Written Behavior Notice
3. Suspension from program – Serious or repeated behavior problems will result in a 1- 2 day suspension from the program
4. Parent Conference with site and/or District Office PLACE staff member(s)
5. Termination - PLACE will be unable to serve children who display chronically disruptive and/or dangerous behavior. Chronically disruptive behavior is defined as verbal or physical activity which may include, but is not limited to:
  - Behavior that requires constant attention from staff
  - Behavior that inflicts physical or emotional harm on other children or self
  - Behavior that is abusive toward staff and/or non-compliant with the program rules
6. If a child's PLACE service is terminated because of a violation of this Behavior Policy, the parent/guardian(s) may seek to re-enroll their child no earlier than one year from the date of termination. The decision to approve re-enrollment will be made on a case-by-case basis and may require documentation that the child's behavior has significantly improved.

PLACE does not discriminate and gives children with disabilities an equal opportunity to participate in all services, which includes the provision of reasonable accommodations that do not fundamentally alter the program, provided that the child's participation does not pose a direct threat to the health or safety of himself or others. If reasonable efforts have been made and a child continues to pose a direct threat to the health or safety of himself or others, PLACE services may be terminated.





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