



Parent & Policy Handbook

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Messages through the ProCare App





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Note From the Director:

Roo's World After School Care will offer a fun-filled, safe environment for your child to participate in structured activities and develop and maintain meaningful relationships with staff and peers. With the number of children registered in our program, it is very important that each child understands and follows all rules, policies, and procedures. Please support the staff by reinforcing to your child that they must follow all directions given by our staff. You are receiving the parent handbook.

PLEASE READ THE ENTIRE HANDBOOK CAREFULLY.

This handbook is designed for your benefit and to provide you and your child with a fun, stress-free, and enriching time after school.

Communication is a vital tool in our partnership to offer you & your child an enriching experience. Please feel free to contact me through the ProCare app with any questions, comments, suggestions, or concerns.

I look forward to getting to know all of you!

Roo Winchester

Director Roo's World After School Care and Summer Programs

Welcome to Roo's World After School Care! We are pleased that you chose our program for your child. Our After School Care is designed to provide a positive experience for children Kindergarten-5th grade. Our program builds children up by providing them with opportunities for social and emotional growth, within a safe, secure, diverse, and enriching environment.

The program provides activities geared to the interests of all children, including arts and crafts, creative play, sports, games, special events, giving back to the community, SEL lessons, student driven planning, and much more

Program Objectives

- Provide an enriching experience for the youth who participate.
- Provide a wide variety of quality recreational and educational activities in a safe, healthy, and fun atmosphere.
- Create positive staff/child interaction, communication, and guidance.
- Promote self-confidence and accomplishment through completion of program.
- Offer an affordable option for After School childcare.
- Offer children access to an affordable program that strengthens their individual skills to prepare them for success throughout life, school, family, and community.

Registration and Enrollment

- Children must have a completed application and pay the registration fee before they are considered enrolled in the program.
- Acceptance and enrollment will be determined on a first-come, first-serve basis depending on when the application and registration fee are received. We do not accept drop-in children under any circumstances.
- In the event the program reaches capacity, prospective applicants will be placed on a waiting list.

Roo's World is required to maintain up-to-date records of attendance and emergency information on each child in the program. It is the responsibility of the parent to update enrollment forms, in writing, sent to roowinchester@outlook.com when any change occurs in residence, telephone numbers, medication, health, etc.

Throughout our program we take pictures of children enjoying different activities. These pictures will be used on flyers, Facebook, web sites, etc. to promote our programs. You have the option to opt out of pictures on the registration form.



Hours of Care

After School Care is provided from school dismissal until 6:00 PM, Monday through Friday, following the school calendar of your child's campus.

Tuition

\$80 Registration Fee/per child/per semester

\$65/week – 3 days or more/week

\$25/day – 1-2 days/week

\$5/day – Bus Fee as needed

To ensure accurate and consistent billing, Roo's World issues one tuition invoice per child. Families who share custody and choose to split tuition payments are responsible for making those arrangements between themselves.

Payment Information

You are responsible for setting up your checking account (ACH) payment method in ProCare. Tuition will be due the Friday prior to each week of After School Care. If using a debit or credit card as a payment method a \$5 processing fee will be charged.

A \$25 late fee will be charged if your tuition is not "Paid" or "In Progress" by 5pm Friday.

A \$38.00 handling fee will be assessed if a payment does not go through, or a check comes back returned.

If your account becomes delinquent for 2 weeks, your child will be suspended until all tuition and fees are paid. We do NOT accept cash under any circumstances.



Late Pick-Up Policy

After School Care closes at 6:00pm. **Parents whose children remain past 6:00pm will be charged \$25.00 flat rate for the first minute, and \$1.00 per minute per child for every minute thereafter. The late fee will be assessed with the next tuition invoice.** Late fees begin at 6:01 p.m. After 3 times in violation of this policy, a conference with the director will be required, and you may be asked to withdraw from the program.

Failure to Report Child's Absence

A \$10 charge per day per child that you don't report your child absence through ProCare by 1pm daily will be billed to your account. It is imperative that we know if your child is absent for the day. This allows staffing and transportation to run smoother & more efficiently.

Special Care/1-1 aide

Roo's World After School Care will accept any child whose needs can be met in the childcare setting, if space is available in the program. In all cases, the child must be able to participate to some degree and substantially benefit from the program **without risk to himself/herself or to the other children** and this must be accomplished without fundamentally altering the nature of the program or resulting in an undue financial and administrative burden.

We are a private childcare facility. If your child requires a one to one to remain safe and receive the best care in our program due to physical and/or behavioral care, there will be additional fees associated with that level of care. You may be required to pay the cost of a 1-1 aide costs the program to provide or provide your own one to one that is cleared through all Roo's World background checks to work with your child while in program attendance. This is non-negotiable.

Pick Up Procedures

Please review the guidelines below to ensure a smooth and safe dismissal process.

Pick-Up Times

- Pick-up begins at **3:30 PM** for **Rogers Public Schools**
- Pick-up begins at **4:00 PM** for **Arkansas Arts Academy**

Pick-Up Process

- Please pull into the designated drive area at the facility – the Roo's World director at your child's site will let you know where this will be
- Send a message through Procure notifying staff that you have arrived
- Remain in your vehicle unless otherwise directed
- A staff member will escort your child to your vehicle or to the designated exit door

Important Reminders

- Please wait patiently for staff to respond and bring your child to you
- Be prepared to show a valid photo ID at any time during pick-up
- All pickup humans must have a valid driver's license

Our goal is to ensure a safe, efficient, and organized dismissal for every child. We appreciate your cooperation in following these procedures.



Parent Communication

A monthly newsletter will be distributed via email. Reminders will be sent out by Procare App. It is the parent's responsibility to make sure they are signed up for all communication by providing working email addresses and phone numbers. When you communicate through ProCare App the director on site will reply. If you have anything that goes beyond site communication, you can email roowinchester@outlook.com or office@roosworld.com. Our goal is to respond within 48 hours.

Manners

All children need to follow basic courtesies with staff and one another. This includes table manners, politeness, and taking care of equipment and facilities. Please make sure your child understands the importance of following rules and directions given by staff. We realize kids will be kids, but one of our goals is to help them grow into responsible adults.

Non-Discrimination Policy

Roo's World After School Care **does not discriminate** for reasons of race, color, national origin, sex, sexual preference, or disability. All students, parents, and staff are granted equal rights, privileges, programs, and activities.

State Licensing

Roo's World After School Care is an Arkansas Department of Human Services licensed childcare center. It is our policy to meet and exceed state minimum requirements for childcare centers. These requirements relate to facilities, staff, health and safety procedures, nutrition, staff/child ratios, and record keeping. Strict enforcement of the state and city health, fire and licensing standards are in the best interest of all children.

Reporting Child Abuse

Roo's World is required by law to report any incidents of suspected child abuse or neglect. Such a report is not a statement of blame; it is simply a statement that may result in an investigation of child abuse. If the Department of Human Services carries out an investigation into child abuse, Roo's World staff will cooperate fully with investigators.

The child maltreatment hotline number is 1-800-482-5964. Children may be subject to interviews by licensing staff, child maltreatment investigators or law enforcement officials to determine licensing compliance or for investigative purposes without parental notice or consent.

Administration

As a licensed OST (Out of School Time) facility, we must inform you that your children may be subject to interviews by licensing staff, child maltreatment investigators, and/or law enforcement officials for the purpose of determining licensing compliance or for investigative purposes. Please Note: Child interviews do not require parental notice or consent.

Health Requirements

The parent/guardian has a responsibility to monitor the daily health and physical condition of their child to determine the child's ability to actively participate in the program. If the child has a fever, is experiencing nausea, headaches, intestinal/stomach problems, or is ill, it is imperative that he/she stay home for the day. Your child can return to After School Care when he/she is symptom free for 24 hours. (Same as school).

For children who become ill while at Roo's World, parents will be contacted and the child will be sent home for the following, but not limited to:

- Oral temperature 100 degrees or greater
- Vomiting once
- Liquid stools
- Body rash
- Uncontrollable and persistent cough
- Sore throat if associated with fever or swollen glands in neck
- Appearance of acute illness or complaint of severe pain
- Presence of head lice or nits
- Any symptoms of possible pink eye

In the event a child exhibits any of these symptoms, that child's parent/guardian will be contacted and will be expected to pick up their child promptly. Until the parent arrives, the child will be excluded from activities with other children. The child will rest in a "quiet area" away from the main program area. All minor scrapes and scratches will be treated by camp staff and reported to parents at the end of the day.

Medication

Medication given to a child by a staff member must be authorized by a parent by completing a medication permission form. Contact the director if you need a form. All medication must remain in the original container, with the child's name, medicine name, date of prescribed medication, and the time of day the child should take the medicine. The parent/guardian is required to hand deliver the medications to the director – please do not have it delivered by your child. Children cannot keep any medication with them. If your child has a food allergy and needs food substitution, you must provide a doctor's note. (Same as school)

Nutrition

Students will be served a snack and milk daily. All snacks meet state nutritional guidelines. If your child has a special condition concerning his/her diet, please notify the director at the time of registration and a doctor's note may need to be provided.

Safety Policies

- A staff member in charge of a child or a group of children shall be responsible for their safety.
- No child shall ever be left alone or unattended.
- All staff are aware of fire, tornado and other emergency procedures.
- All staff are CPR, first aid certified.
- All staff complete and pass a Criminal Background Check, FBI check, and Arkansas Child Maltreatment Check prior to being hired.
- Fire and tornado drills are practiced each month.

Transportation Safety

Bus/Van safety is of vital importance. Children must follow safety rules, including the need for quiet voices and loading/unloading procedures. Students will never be left alone in a vehicle.

Safety rules:

- Wait for staff to call your name before entering/exiting bus/van.
- Sit forward on bottom (buckled in vans).
- Speak with your immediate neighbors in a normal voice, DO NOT yell or raise voice.
- DO NOT stand up or change seats ever after bus/van has started driving.
- Do not eat.
- Do not throw anything.
- Keep hands, heads and all other objects inside the bus.
- Exit only after the bus/van has completely stopped and you have been told to exit.
- Exit in single line, NO cutting, pushing, shoving or climbing over seats.

Behavioral Standards

At Roo's World, we believe every child represents something bigger than themselves.

Participants are expected to follow program expectations, respect ALL staff direction, and treat others with kindness and care.

Students should carry themselves in a way that reflects positively on their community, their family, and Roo's World at all times-whether on site, on field trips, or in transit.

Bullying

Bullying will not be tolerated at Roo's World. Bullying is any pattern of behavior by a student or group of students, which is intended to harass, intimidate, ridicule, humiliate, or instill fear in another child or group of children. Examples of bullying may include, but is not limited to, a pattern of behavior involving one or more of the following:

- Sarcastic "compliments" about another student/staff.
- Pointed questions intended to embarrass or humiliate.
- Mocking, taunting, belittling.
- Non-verbal threats and /or intimidation.
- Demeaning humor relating to a student race, gender, ethnicity, sexual orientation, or personal characteristics.
- Blocking access to property or facilities.
- Deliberate physical contact or injury to person or property.
- Stealing or hiding person's belongings.
- Threats of harm to student/staff, possessions or other.

Students are encouraged to report behavior they consider to be bullying to any staff member and/or director immediately. Students found to be in violation of this policy shall be subject to disciplinary action up to and including being dropped from the program.



Roo's World Discipline Policy

At Roo's World After School Care, discipline is viewed not as a punishment, but as a means of teaching your child what acceptable behavior is. Our goal is to help each child develop the inner control needed to function as positive, productive individuals, while encouraging social and emotional growth.

Roo's World recognizes that effective student discipline can best be achieved and maintained through the cooperative efforts of parents, team members, students, and other community members. Each has a right to expect a wholesome atmosphere that is inclusive, safe and can best be created when efforts are made to move students toward responsible self-discipline. Roo's World will not allow students to disrupt activities, to place themselves or others at risk, or to bring discredit to staff or the community. Roo's World has a responsibility to inform participants of their rights and responsibilities; participants are responsible for knowing and abiding by the rules and regulations of Roo's World; parents are responsible for helping their children understand all the rules and regulations. All team members of Roo's World will be expected to share the responsibility for supervising the behavior of students and for seeing that they abide by the established rules of conduct. Team members are required to report to an administrator any suspected violation of those behaviors expressly forbidden (assault, bullying, alcohol, drugs, weapons, property theft or destruction, use of electronic devices).

NO ELECTRONICS-PHONES, TABLETS, or SMART WATCHES ALLOWED

Consequences of Inappropriate Behavior

Roo's World personnel are expected to choose the intervention, which they believe to be most appropriate for a specific student who has committed a specific offense. Team members are expected to treat all students with courtesy and respect, to reward good behavior, and to maintain positive approaches in helping students develop acceptable patterns of behavior.

- Conference between the teacher, the student, and/or the parent
- Loss of privileges
- Referral to Director or assistant director for repeated offenses
- Behavior plan
- Suspension
- Expulsion

Roo's World retains the right and privilege to remove any participant/family from the program at any time, without notice where bullying is occurring, staff or participant safety is in jeopardy, or discrimination of race, gender, disability, or sexuality is found to be occurring.

The following behaviors are considered inappropriate and will not be tolerated at Roo's World and can result in dismissal:

- Hitting, biting, kicking, throwing, or any other physical that may cause harm to any other child or adult.
- Use of obscene language, spitting, or other forms of verbal abuse or degradation by children directed at other children or adults.
- Repeated refusal by a child to comply with the rules and/or failure to listen to staff and any child's behavior that is potentially harmful to himself/herself.
- Physical fighting of any kind.

Humiliating or frightening punishment of a child is strictly forbidden. This includes physical punishment. Each child at Roo's World is regarded as unique and special. This belief is demonstrated in the way staff members treat children and one another. As role models for the children, all staff members will strive to be fair and consistent and will show the children the respect they want for themselves.

Discharge

If a child is continually uncontrollable, destructive, and disruptive or exhibits such other behaviors unacceptable in our program, the director may discharge such child temporarily or permanently. **No refunds will be given if a child is discharged- no matter what day it occurs.** Any child that brings any type of weapon will be expelled immediately.

Withdrawals

If you find it necessary to withdraw your child from Roo's World, a **two-week notice is required**. Failure to provide will result in your account being charged for 2 weeks. Your account should be paid in full at the time of withdrawal. Any balance will result in the account being turned over to a collection agency. All balances must be paid to re-enroll your child.

Termination

Roo's World reserves the right to terminate a child's enrollment if the program Director decides it is not in the best interests of the child and/or Roo's World to continue enrollment.

Reasons for termination of enrollment include, but are not limited to:

- Disobedience of policies and procedures by the child **or parent**.
- Roo's World cannot meet the physical, mental, or emotional needs of the child (in the case of a child with a disability, after consideration of reasonable modifications to policies, programs, and procedures seeking to meet such needs)
- Child's tuition account is not kept current.
- Parents display unacceptable behavior such as using offensive language or harassment/disrespect of any staff.
- Unacceptable behavior by a child in relation to the rights and safety of the other children and staff.
- Roo's World follows the Rogers Public Schools Discipline Policy.

Lost and Found

If your child is missing articles of clothing or personal property, please speak to a staff member as soon as possible. Unclaimed items will be put in the “Lost and Found”

Items in the “Lost and Found” will be given to a local charity at the end of each **MONTH.**

Inclement Weather/Early Closure

Roo's World follows the school calendar of the school your child attends. You will be notified in Procare of any closures, early dismissals, and changes in pick-up procedures there. Please check ProCare before calling/texting anyone at Roo's World.

Summer Camp

Summer Camp information will be sent out at the end of February. Current Roo's World students will have first option to sign up before registration is opened to non-Roo's World students.