



Parent
Handbook

2013/14 Edition

St Francis Ooltewah Campus

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Afterschool Cell Phone #s

Ooltewah St Francis Church Campus (423-504-1622)

Picking up your Child from School

Snow Hill-

We pick up with our 12 passenger van from Snow Hill Elementary School at 3:30 p.m. daily. We have a location set up right outside the cafeteria that Mrs. Barnwell has allocated for us.

OES-

We pick up with our van for OES starting at 3:45 pm. The children are called for by Mr. Arnold and directed to the library where one of our counselors will be there taking attendance. The counselor will stay with the kids in the library while we shuttle over to St Francis Church.

All parents must fill out a permission slip (print and fill out) off our website, www.campbigfish.org and turn in a copy to their student's teacher and to Big Fish Afterschool.

All afterschool children will be given a laminated Big Fish afterschool tag they can place on their backpacks for pickup.

All campers on our roster will be picked up by Big Fish afterschool unless otherwise told by the parents.

Devotions

Daily Devotions, Memory Verses, and Praise and Worship singing start every afternoon. We utilize the "Jesus Storybook Bible" and DVD for children. It is available at Lifeway if you would like to read along with us. We used this curriculum in the past and found it is very helpful with how the children learn and remember Bible stories.

Homework Help Program

After snack and afternoon devotions, we help your child start his/her homework. If you have a specific subject that you would like Big Fish Afterschool to help your child with, feel free to leave a note in pick up line or email the director. Our counselors may also leave you notes in their backpacks. We do not guarantee that all of your child's homework will be complete, but we will allow 25-40 minutes of working on their homework with an experienced counselor / tutor right there assisting them.

Afternoon Pick UP

We will have a counselor or director outside doing car line pick up from 5:15 to 6:00 pm daily at the Katie Hall (yellow) St Francis building near the playground. If you plan on picking up your child sooner, just text or call us and we will have your child ready. **A late fee of \$1 per minute is assessed for children remaining after 6:10 pm. If late pick up persist, Big Fish Afterschool reserves the right to dismiss the child from the program.**

Certain days, mainly Thursdays, we will have pick up at the main St Francis Church building due to another group like boy scouts using the Yellow Katie Hall building at 6:15 pm. We will put a sign out on those days so that everyone knows.

Traffic Rules

When driving at Big Fish Afterschool, please do not exceed 10 MPH, and always be on the lookout for children, parents, and staff. Please only use the drive through if dropping off or picking up. If you need to park and come inside, please park in designated area to come inside.

Security at Pick-up

At Big Fish Afterschool, the safety and welfare of the children is our number one priority. On your child's registration form there is a place to list the names of anyone who is authorized to pick up your child. For the convenience of all parties involved, please be sure the proper names are listed for your camper. **We will be**

checking a photo ID for anyone we do not recognize, and Big Fish Afterschool will not release to anyone who is not on the authorized pick up list. If adding other parents / guardians/ family members to the not authorized to pick up list, we ask that you turn in a copy of the court order.

Parents may add names to this list any time by leaving a signed, written note with the director. On the note, please specify if this is a one-time pick up or if you would like the person added to your list.

It is not uncommon for children to car pool or to go home with friends at the end of the day. We must have written permission if your child is going to be picked up by another parent unless they are listed on the permanent pick up form.

Personal Information

Parents please be up front and open with our staff with any knowledge about a child's learning difficulty, ADHD, or a recent loss or major change in the family or child's life. This will help our staff be sensitive to your child's need for patience, understanding, and reassurance – particularly in the first few days of afterschool.

This is especially true for children who have an attention problem or who are nervous about new situations.

Medication from Home

If your child needs to take any medication while at afterschool, please follow these steps:

- 1- Completely fill out the Medical Release section of the Registration packet. List any side-effects and who to call if we have any questions.
- 2- Send medication to afterschool in the original prescription bottle with the child's name and doctor's name. By law, we may not administer any prescription medication unless it comes from the correct bottle with the child's name on it.

3- All medication (even aspirin and over-the-counter products) must be checked in at the afterschool office. No children are allowed to keep medication with them. Please see someone in the office for special circumstances involving asthma inhalers or EpiPens for severe allergies to bee stings or certain foods.

Payment Schedule

Each weekly session in which your child is registered must be paid in full by the Monday of that current week.

It is up to the parent to tell Big Fish Afterschool if their children are coming for the daily rate or weekly rate. If paying with the daily rate, any upfront payments can be carried over to future weeks. We do not allow the weekly rates to carry into future weeks. No payments can be refunded for absent or sick days/weeks.

Please be sure your child's name is on the check – especially if the child's last name is different from what's on the check. Also note the dates of the week you are paying for on the check memo. No child may attend the next week until tuition is paid in full.

If payment is not received, Big Fish Afterschool reserves the right to involve a 3rd party collection company (at the parent's cost) to recover any unpaid tuition.

Payment received late after Tuesday is subject to a \$10 late fee.

If a check is dishonored or returned for any reason, there will be a \$20 processing fee which will be added to your tuition. If this becomes a problem, we will ask the parent to only pay future payments in cash or a cashier's check.

Holidays and Important Dates

As of right now, when school is not in session, Big Fish Afterschool will be closed. We are working to see if we have availability to be open on Fall, Spring, or Christmas Breaks (along with inservice days and other school off days) at a higher tuition daily or weekly rate. We will inform all parents via email or text once the decision is made. As of now, these are the important dates to remember.

August 8th 2013- 1st day Afterschool begins
September 8th 2013 Labor Day - Afterschool Closed
October 21st-25th Fall Break – Afterschool Closed
October 28th- Inservice- Afterschool Closed
November 27-29th Thanksgiving- Afterschool Closed
December 20th- January 8th Winter Break- Afterschool Closed
January 9th – Afterschool begins for Spring
January 20th- MLK- Afterschool closed
February 17th- Presidents Day- Afterschool Closed
March 4th Inservice- Afterschool Closed
April 14th-18th Spring Break- Afterschool Closed
May 22nd- Last Day of Afterschool
May 27th or 28th – Camp Big Fish Begins!

Visitors

Parents are welcome to visit afterschool at anytime. For security reasons we ask that all visitors check-in at the office with a director. We ask that parents limit the time of the visit to a few minutes or to view a special show or project. Parents should not plan to hang out or participate with their child's group.

Discipline at Afterschool

We place our disciplinary policy in our registration packet for parents to look over, sign, and add input to if needed. Below are those policies again:

Step 1- The child's group leader, or whoever sees the infraction, will talk to the individual privately encouraging a more positive way to act.

Step 2- The group leader has the prerogative to continue to deal with the problem as long as he thinks he can handle the situation. The group leader will use age appropriate time outs from current or future activities and incorporate the green, yellow, and red light discipline action.

Step 3-When the group leader feels unable to communicate with the child, the group leader will take the child to the camp director. At this meeting the child will be informed that if the negative activity happens again the parent or guardian will be informed and a meeting of all concerned will occur.

Step 4- Meeting of all parties involved, including a parent/ guardian. Appropriate disciplinary action will be discussed.

Step 5- If the child cannot adhere to the rules at this point, he/ she will be dismissed from the program. Physical punishment will **NOT** be administered.

Snacks

Afternoon snacks will be given around 4:00 pm daily. We will be having a wide variety of snacks including popsicles, fruit, goldfish, water, lemonade, etc. Please make sure to fill out the food allergy section very well and verbally inform a director of any allergy issues that you might see around Snack time. Any child with allergies are encouraged to bring their own snack from home.

Items from Home

We cannot guarantee the safekeeping of extra items and are not responsible for the loss or damage of the items.

There are also items not allowed at Big Fish Afterschool. The forbidden items include pocket knives, weapons, trading cards, toys, chewing gum, candy, and electronics (IPAD, DS, IPOD, cell phones, video games). If your child brings an electronic device with them, we will take it up and leave it turned off in the Director's desk until pick up time.

Communication

We enjoy being able to see our afterschool parents every day. Besides speaking with you directly every day, we will also communicate through the use of handouts, emails, and our white board outside pick up location. In addition to casual conversations, we will be issuing a questionnaire or two during the year and we encourage you to leave comments in the tuition box. Let us know what we are doing well and what you would like us to work on. Please help us continually strive to be the best.

Because our group leaders are assigned to work shifts, they are sometimes not here when parents pick-up. If your schedule does not match with that of your child's group leader, that is not a problem. Speak with one of the directors and we will schedule a specific time for your child's counselor to either come in early or stay late so you can talk with him / her.

In situations involving illness or injury at afterschool, we try to contact parents if the child is uncomfortable or unable to continue the day. In the event of a sudden illness or serious accident at afterschool we will use our best judgment in securing immediate emergency treatment for the child as outlined in our Registration packet's form.

Lice Control Policy

We rarely see lice issues at afterschool, but if we do, we will inform parents immediately in writing during pick up times.

-If a Child or Staff are found to have lice, we will ask that they be sent home for the day and asked not to return until all lice is treated and all nits removed.

Lice issues at afterschool does not excuse parents from tuition or allow tuition to be refunded.

Lost and Found

We have a lost and found area at afterschool. It is highly recommended that you label all items with your child's name. We make every effort to keep all children's belongings in their backpack or with them. At the end of each week, we will display the found items. Lost items are much easier to recover on the same day they are lost.

The Staff

At the heart of our program are the individuals who have energy, enthusiasm, and the desire and ability to work with children. Each year we select only the most qualified and mature staff members to work with the children. This dynamic group of individuals will be responsible for your child's safety as well as his/ her fun. We take great pride in saying we have the best staff in the area.

For a person to become a member of the Big Fish Afterschool staff, they have to:

1. Pass the initial screening of applications
2. Participate in up to three interviews
3. Successfully complete our orientation and training program
4. Demonstrate a good attitude and strong work ethic
5. Pass a background check
6. Never settle for less than excellence
7. Above all- have a genuine love for the Lord and a love for seeing children have fun!