

Exhibit C



**POUDRE SCHOOL DISTRICT R-1
DISTRICT-WIDE
BEFORE AND AFTER SCHOOL
CHILD CARE PROVIDER
RFP 20-100-001**

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JANUARY 12, 2020



AlphaBEST

EDUCATION

When School's Out We're On

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TRANSMITTAL LETTER

January 12, 2020

Karen Wailly
Senior Procurement Agent
Poudre School District
2407 LaPorte Avenue
Fort Collins, CO 80521-2297



AlphaBEST Education is pleased to submit a proposal to the Poudre School District for before and after school services. AlphaBEST currently provides our professional services to approximately 30,000 students in 14 states in close partnership with numerous school districts. AlphaBEST will provide our services in safe, enriching, nurturing and engaging environments for Poudre students. Our services will meet requirements outlined in RFP #20-100-001. **Additionally, AlphaBEST commits to sharing ten percent of program revenue with the Poudre School District, potentially \$600,000 annually (depending on number of schools and participants).**

AlphaBEST expands learning beyond the school day, providing students with experiences that include **coding & robotics, digital animation, engineering, maker spaces, world languages & culture, dramatic & visual arts, and fitness & wellness.** *We enjoy exclusive partnerships with nationally-recognized content area experts, giving us access to the most cutting-edge, research-based curricula available, all of which are founded in the 4 C's of 21st Century Learning; Communication, Collaboration, Critical Thinking, and Creativity.* AlphaBEST believes that after school hours provide students with the opportunity to explore new ideas, talents, and friendships, and we provide all of that in a well-supervised, safe and nurturing environment.

AlphaBEST is proposing to provide before and after schools services at 30 Poudre elementary schools. Our approach will address critical requirements identified by the district, including but not limited to the following:

- ☒ Hiring and evaluating qualified staff
- ☒ Providing policy handbooks/standard operating procedures (SOP) for parents and staff, as well as enacting a very robust internal quality monitoring program to ensure policies are followed
- ☒ Providing an environment that supports students' academic pursuits
- ☒ Providing liability insurance in amounts specified in the RFP
- ☒ Ensuring that all child care program licensing are met and/or exceeded;
- ☒ Maintain accurate records
- ☒ Managing the day to day business operations of the before and after school child care program.

AlphaBEST is **committed to providing best in class services to the Poudre School District, its students and families.** The attached proposal describes AlphaBEST's ability to deliver the requested services to Poudre families with both competence and commitment. **Our belief in building strong relationships with school districts, coupled with our exemplary customer service, is the foundation of our long-standing partnerships with school districts across the country.**

Proposal Point of Contact:

Dawn Hosni, Chief Strategy Officer
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Lewisville, NC 27023
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We look forward to providing reviewers additional information on our programs and services.

Best Regards,

A handwritten signature in black ink that reads 'Judy Nee'.

Judy Nee, CEO, AlphaBEST Education, Inc.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

PROVIDER'S APPROACH

SECTION 3.1 – RELATIONSHIP WITH SCHOOL DISTRICT

AlphaBEST prioritizes our relationship with school and district administration through input on staff recruitment and selection, consultation on key operations, and ongoing communication. AlphaBEST has strong and deep relationships with school districts across the country. Below are quotes from some of our school partners:

"For years, it's been a revolving door of before- and after- care programs and, along with it, lots of issues. It seemed as though the problems would leave the before-/after-care program and enter our classrooms in the form of discipline concerns or physical injuries. It would literally put a knot in my stomach, worrying about the safety of the students...What a breath of fresh air AlphaBEST has been! I watch how the caregivers interact with the students and how the students react to those involved with the program. There's structure, but it's still fun."

- Keri A. Mahoney, Head Teacher, South Jefferson Elementary, West Virginia

"As an administrator, one of the things I love about AlphaBEST is their accessibility. I know that I can contact my Area Manager with any questions or concerns. Having that partnership with her has been invaluable, she really is part of our school family."

- Jennifer Stanley, Principal at Lake Murray Elementary, Lexington, SC

AlphaBEST takes full responsibility for our conduct and activities and shall develop procedures to minimize direct involvement of school personnel. AlphaBEST's emphasis on communication is designed to keep school administrators informed while maintaining our unique responsibility for all program operations. Enrollment and attendance communication protocols will be developed for each school and/or the District staff. Other key strategies include the following:

- ☑ Ongoing and open communication with school leaders and teachers
- ☑ Regular check-ins with school principal or his/her designee to discuss program issues, parent feedback, and/or student's issues
- ☑ Recruit school day staff, when possible, to work in the **after school** programs to provide continuity with school day curriculum
- ☑ Regular meetings between program and school staff to align the after school curriculum calendar with the school calendar, including major content, project assignments, and subject and grade level tests
- ☑ Communication with classroom teachers, as appropriate, about specific students to identify behavioral or learning objectives
- ☑ Immediate and full attention to any specific requests or issues identified by school/district administration – our goal is to 'make it right!'

"AlphaBEST employees are knowledgeable of local expectations that range from curricular to custodial. We find them to be accommodating and eager to please in every regard. "

- Sally Turner, M. Ed., Facilitator of Special Projects, Frisco ISD, Frisco, TX



PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

BUILDING BLOCKS OF EFFECTIVE ALPHABEST/SCHOOL ADMINISTRATION RELATIONSHIP



Recruitment & Selection

- AlphaBEST seeks recommendations from schools during staff recruitment & prioritizes these recommendations.
- Each school principal or principal's representative signs off on final staff who will be working at the school in the AlphaBEST program



Operations

- Our Area Manager and Site Director creates collaborative working partnerships to ensure the best program for all stakeholders
- Prior to the first day of school, our site management team meets with the school principal to discuss logistics for dismissal, reporting of absences, communication with school staff, parental access to the building for child pick up, and any other critical issues



Communication

- AlphaBEST communicates regularly with school principals and designated administration representatives.
- Strategies include:
- Provide daily attendance roster
 - Schedule communication updates with school principal
 - Notify administration of major parental concerns, student behavioral issues
 - Notify administration of AlphaBEST events during and outside of program hours
 - Communicate with classroom teachers about specific students
 - Ongoing and open communication with school management & teachers

CORE VALUES - AlphaBEST's relationships with our school district partners and commitment to excellence is driven by its core values. These core values are infused throughout the organization and are a key part of how our programs operate in each school district and at each school.



AlphaBEST's excellence is driven by its **core values**. These core values are infused throughout the organization and are a key part of how our programs operate in each school district and at each school.



We put children first. We take seriously our responsibility for influencing and educating thousands of students across the country every single day, arming them with skills they'll use their whole lives.



We value connection. AlphaBEST fosters connection: between employees, with our school and district partners, and with the families we serve. We've created an environment that encourages experimentation, collaboration, and teamwork.



We are driven by innovation. We not only embrace change - we drive it. By keeping a pulse on the latest educational developments, we implement cutting-edge curriculum that is as fun and engaging as it is innovative and skill building.



We are the BEST at what we do. Our commitment to continuous improvement allows us to deliver the highest quality of service.



We lead with a "yes" mindset. We're committed to extreme customer focus! We challenge ourselves to step outside our comfort zones and to have a can-do attitude.



We make it right. We aren't perfect, but we do aim to respond perfectly. When things don't go as planned, we double down and make sure the situation is handled seamlessly - and that we learn from those missteps and avoid them going forward.

We have fun. Our programs are structured to keep engagement front and center by fusing fun with learning in everything we do.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

SECTIONS 3.2 and 3.3 – HOURS AND DAYS OF OPERATION

All AlphaBEST programs will begin operating at 6:30 am (MST) until the first bell, and from the final bell until 6:00 pm (MST) on days that District Schools are open for operation and teachers are on duty. *Start times may be customized according to school schedules.*

All AlphaBEST programs will also be open from 6:30 am (MST) to 6:00 pm (MST) on days that District elementary schools are not in session, excluding days when all schools and offices are closed.

SECTION 3.4 – SCHOOLS SERVED

AlphaBEST proposes to provide before and after school services at 30 Poudre elementary schools:

Bacon Elementary	Lopez Elementary
Bauder Elementary	McGraw Elementary
Beattie Elementary	O'Dea Elementary
Bennett Elementary	Olander Elementary
Bethke Elementary	Putnam Elementary
Cache La Poudre Elementary	Red Feather Lakes Elementary
Dunn Elementary	Rice Elementary
Eyestone Elementary	Riffenburgh Elementary
Harris Elementary	Shepardson Elementary
Irish Elementary	Stove Prairie Elementary
Johnson Elementary	Tavelli Elementary
Kruse Elementary	Timnath Elementary
Laurel Elementary	Traut Elementary
Linton Elementary	Werner Elementary
Livermore Elementary	Zach Elementary

The minimum enrollment goal for each AlphaBEST program is approximately 10% of the school population. AlphaBEST strives to maximize enrollment by marketing to the families through flyers, postcards, hosting parent information nights and other marketing strategies. Generally, AlphaBEST will operate with a **minimum of 15 students**, but this varies based on individual school enrollments and circumstances. This can be discussed further with agreement on a minimum enrollment should we be recommended for award. Our student management system allows us to monitor enrollment in real time. **Maximum enrollment is driven by licensing, as we are only allowed the number of students approved for the space provided to us at the school site.** Capacities are set in the system and registrants are notified when enrollment is met. If we fill all slots and start developing a waiting list, AlphaBEST will ask the district if it can have more space and work with licensing to open up more slots.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

SECTION 3.5 – OPERATING REQUIREMENTS

3.5.1 – HIRING, COMPENSATING AND EVALUATING QUALIFIED STAFF

HIRING – AlphaBEST knows that our most successful team members are referrals from current team members and our school district partners. **School district employees are given priority consideration.**

RECRUIT	SELECT	TRAIN	EVALUATE
Staff Size based on Staff-to-Child Ratio Seek recommendations from school districts Website, Online Job Boards, Job Fairs	Pre-Screen Interview Verify references, Academic certificates and Prior Employment Drug screen and Criminal background check Assemble required state licensing documents	Pre-Service information and training New Hire Orientation and Onboarding Continuing Education and Professional Development	90-Day Evaluate Ongoing feedback from program specialists Coaching Conversations

Open positions are advertised on multiple job boards and college websites. All positions have minimum education and experience requirements. Potential candidates submit resumes and complete an online application, which is reviewed by our local and central Human Resources Team. Candidates are prescreened and qualified candidates are advanced in the interview process, which may include a phone interview, an in-person interview, and a second interview to determine if education, experience and behavioral competencies are met. The standardized interview process is structured and designed to identify potential team members who share in AlphaBEST's Mission, Vision, and Core Values. The standardized process also ensures fair hiring practices are followed. Having a **passion for children, learning, and fun is an essential requirement**. Poudre Area Managers have the final decision in the hiring process for their team. The stringent hiring process allows Human Resource and management sufficient opportunity to gauge culture fit and a candidate's likelihood for success.

Employment offers are contingent upon successfully completing a third-party independent **drug screen, thorough reference checks, and prior employment verification**. Teaching certificates, transcripts, course completion certificates, resumes, and employment applications are used to assess a candidate's experience and level of expertise to appropriately deliver all components of the AlphaBEST program.

AlphaBEST completes background checks on all its applicants. **All applicants must pass the state's criminal history check as required by state law and licensing regulations**. All background checks include screening for sex offenders. Drug and alcohol screenings are also performed according to state laws and licensing regulations. AlphaBEST hires candidates who meet and exceed our rigorous requirements, which are aligned with state licensing regulations.

COMPENSATION – AlphaBEST sets its compensation for an area after a review of current market rates to ensure that we offer competitive compensation. This approach has allowed us to obtain a **best-in-field retention rate of 75% for local AlphaBEST staff**.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

EVALUATION - AlphaBEST takes a people-centric approach to Performance Development. We strive to build a culture of leadership, coaching, continuous learning and personal accountability. Leaders at all levels are expected to adopt and model the company's Core Values. They take responsibility for their development as well as that of their team members. This is accomplished by setting clear expectations and coaching their team members, by providing frequent, focused and future-oriented feedback. Feedback is used to acknowledge performance successes as well as to outline opportunities for growth. Managers are trained and equipped with coaching skills. **The goal is to create a culture of high performance and continuous improvement, where company values are engrained, employee engagement is high and authentic relationships are forged.** This coach-approach creates a culture of learning, where everyone is at the center of their own development. **The AlphaBEST Performance Development Approach is detailed in proposal section 3.6.2b.**

3.5.2 – POLICY HANDBOOKS FOR PARENTS AND STAFF

A sample Family Handbook is included as **Appendix A**. The handbook, which clearly stipulates rules, regulations, costs, etc., is provided to all families. It includes information on the following: Programming Features/Daily Schedule, Registration, Policies and Procedures, Safety and Licensing, Discipline Policy and Procedure, Communication, Tuition and Fees, Site Specific Operation Information and Parent's Pledge. Additionally, the Operations Manual is included as **Appendix B** and the Staff Handbook can be found in **Appendix C**.

3.5.3 – QUALITY SERVICES THAT SUPPORT STUDENT ACADEMIC PURSUITS

RESEARCH BASIS - AlphaBEST recently commissioned a research meta-analysis by Interactive Educational Systems Design to summarize what research reveals about the characteristics of high quality after school programs and the associated positive benefits. The report (available upon request) includes corresponding features of AlphaBEST's after school program aligned with research on programs with documented, successful outcomes. Our approach is grounded in research-based best practices while focusing on 21st century learning: hands-on experience with **creativity, communication, critical thinking, and collaboration (4Cs)**. The Nellie Mae Education Foundation found that learning activities anchored in the 4 Cs can **enhance the academic, personal, and social skills of both children and adolescents**. Time spent on enrichment activities has been associated with **better grades, work habits, adjustment, and relationship with peers**¹ AlphaBEST offers the "broad array" of activities that Shernoff and Vandell² found in their research on effective after school programs. The variety of AlphaBEST activities provide daily enrichment experiences that build on and extend beyond learning during the school day—in an environment that is exploratory, collaborative, adjustable to the needs and interest of the students, and pressure-free.

AlphaBEST before and after school programs provide carefully selected, research-based, curricula focused on areas that supplement or align with the school day. Students in our programs will participate in fun, engaging activities in the areas of **technology, engineering & design thinking, world languages, drama, visual arts, fitness, as well as homework support, team building, conflict resolution**, and specialty "choice" clubs. Many of AlphaBEST's learning projects feature **hands-on, experiential learning**. **For example, in the engineering unit, students build, design, and then race an alternative fuel racecar.**

¹Miller, B.M. (2003, June). *Critical hours: Afterschool programs and educational success*. Quincy, MA: Nellie Mae Education Foundation.

²Shernoff, D.J., & Vandell, D.L. (2007, October). *Engagement in program activities: Quality of experience from the perspective of participants*. *Journal of Youth and Adolescence*, 36(7): 891-903.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

AlphaBEST partners with some of the nation's leading developers of high-quality enrichment curricula. In our **exclusive partnership with FIRST Robotics**, AlphaBEST's students have access to a new, First Lego League, Jr. challenge each school year. Students work in teams, collaborate, and innovate to solve real-world problems. They prototype solutions using specialized Lego kits and coding apps that power up their creations. Sample curriculum/lesson plans are included as **Appendix D**.

The following chart visually depicts **AlphaBEST's 'best in class' curriculum** with critical components, or **Enrichment Zones**, of a developmentally appropriate after school program.

Enrichment Zone Programming	Social Emotional Training	Common Core (Reading/ Math)	STEM/ STEAM	21st Century Skills	Cooperative Learning	Multiple Intelligence (Inclusive)
Tech Arts & STEM		✓	✓	✓	✓	✓
Language, World Culture & Literacy	✓	✓	✓	✓	✓	✓
Arts, Drama, Movement & Music	✓	✓	✓	✓	✓	✓
Fitness & Wellness	✓	Aligned to the Five Qualities of Physical Fitness		✓		✓
Social and Emotional Learning	✓	✓		✓	✓	✓
PBS BEST	✓				✓	✓
Social Action & PBL	✓			✓		✓
Clubs	✓		✓	✓		✓

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

AlphaBEST implements **engaging, hands-on curricula with a student-lead philosophy**, where our instructors are facilitators and students have the opportunity to explore. Students collaborate and often work in teams. Instructors are provided with guiding questions and reflections to **engage the students in the learning process**. Wherever possible, audio-visual tools are introduced to reinforce the learning and to ensure program fidelity across program sites.

DAILY SCHEDULE

BEFORE SCHOOL SCHEDULE - The morning schedule provides activity rotations for all age groups. Rotation stations are set up prior to student arrival. AlphaBEST team members continuously circulate during all activities. Recreation and/or Fitness activities are also provided if time is allotted during the morning program. **A sample schedule is provided in section 4.5.**

AFTER SCHOOL SCHEDULE - The after school schedule is designed to expose all students to multiple enrichment opportunities on a rotating basis. Each team member is assigned to a group of students based on licensing/contracted ratio requirements. All after school team members and parents/guardians have access to the schedule. The weekly schedule is displayed at sign out along with Enrichment Zones objectives. Students are grouped by grade-level or mixed ages, as long as grouped students are of approximately the same developmental stage. All students have the opportunity to participate in all zones each week. The site director is responsible for keeping the principal updated on all Enrichment Zone activities monthly. **A sample schedule is provided in section 4.5.**



PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

All AlphaBEST programs include the following **daily** activities:

- 1. INDOOR SNACK TIME** - scheduled for a minimum of fifteen minutes, a healthy snack is offered during our greeting or kick-off time. Snacks will meet current USDA regulations and District guidelines.
- 2. HOMEWORK ASSISTANCE** - scheduled for at least 30 minutes, up to one hour, each day. Students with no homework may select from carefully chosen materials and stations as provided in the AlphaBEST Homework Kit. These include educational games, brain games, and learning challenges. A location will be provided that is conducive for task completion. Homework assistance is provided by all staff members and is focused on helping students complete their assignments.
- 3. "ZONE" ENRICHMENT** activities, at the core of AlphaBEST's curriculum, are a minimum of one hour per day. **The content for these zones is unique to AlphaBEST and developed with leading national experts in each area.**
- 4. INDOOR/OUTDOOR RECREATION:** A minimum of 30 minutes to one hour per day of outdoor physical play or indoor recreational activity is offered and includes group games and organized activities during playground time. When inclement weather or other circumstances prevent scheduled outdoor play, structured indoor physical activities are offered.
- 5. CLUBS** are offered on a rotating schedule. All clubs have a team member in attendance at all times.

Each day, students participate in a 60-minute activity in one of the Enrichment Zones:

SAMPLE 2020-2021 CURRICULUM

9 WEEK ROTATION	Fitness & Wellness	Arts & Entertainment	STEM	World Languages & Culture	Maker Zone
1	Cricket (NEW partnership with World Cricket Association)	Visual Art Recreating works of Master Artists	Lego Engineering	American Sign Language	Maker Space
2	Fitness Kit 1 Tennis Volleyball Yoga	Cartooning	Coding & Game Design	Spanish	Maker Space
3	Fitness Kit 2 Soccer Spike Ball Olympics	Drama	Stop Motion Animation	Culture and Language of France	Maker Space
4	Fitness Kit 3 Basketball Kickball Dance & Movement	Video Production	Coding & Robotics	Mandarin	Maker Space

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

ENRICHMENT ZONES



1. STEM ENRICHMENT ZONE

STEM (Science Technology Engineering & Math) education has become a critical focus of educators nationally as we seek to create critical thinkers and the next generation of innovators. AlphaBEST takes pride in our unique, always current, STEM and Technology Arts programming developed in partnership with some of the nation's leading STEM education experts.

Examples:

- ☑ **Robotics and coding programs that focus on engineering principles and programming languages.**
- ☑ **Stop-motion animation, bridging technology and the arts**
- ☑ **Engineering using recyclables and common items to create solutions to real-world problems.**

Objectives:

- ☑ Students develop interest in STEM and STEM learning activities
- ☑ Students develop capacities to productively engage in STEM learning activities
- ☑ Students come to value the goals of STEM and STEM learning activities.



2. MAKER ENRICHMENT ZONE

Maker spaces “pop up” in all AlphaBEST schools, once per week. Our Zone instructors are **certified** in the proper delivery of the learning-through-making philosophies of the original Maker movement founders. Students respond to open-ended challenges and work with materials provided to solve each challenge in their own way. **Design thinking** and the “Four Cs” defined by the Partnership for 21st Century Learning are at the core of this program.

Examples:

- ☑ **Open-ended challenges with limited materials, focused on creating and the reflective process**
- ☑ **Tinkering with a variety of material in a student choice environment**
- ☑ **Challenges that inspire the 4 Cs- Creativity, Collaboration, Critical Thinking and Communication**

Objectives:

- ☑ Students deepen their understanding of tinkering and making
- ☑ Students engage in a challenging experience that invites play, collaboration, experimentation and reflection
- ☑ Students will rethink familiar materials in contexts that allow for novel uses.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS



3. ARTS & ENTERTAINMENT ENRICHMENT ZONE

Visual arts, performing arts, and video production units round out the AlphaBEST Arts & Entertainment Zone. Students explore creative concepts, build confidence, and explore current and emerging technologies while creating and presenting their talents.

Examples:

- ☑ **Sculpture, collages, pointillism, abstract, tapestries, and more are explored and experienced in our renowned visual arts curriculum.**
- ☑ **Cartooning basics provide students with the basic principles of cartooning. Students learn that cartooning is the foundation for the world of animation they are growing up in.**
- ☑ **Drama and video production activities that build confidence and culminate with a final performance or video production.**

Objectives:

- ☑ Students develop skills and appreciation through sequential learning in visual arts, drama, and creative technologies.
- ☑ Students become confident with a wide variety of art media and techniques.
- ☑ Students generate and express artistic ideas, independently and collaboratively.



4. WORLD LANGUAGES & CULTURE ENRICHMENT ZONE

AlphaBEST understands that today's students need to be globally competitive, and well rounded. 21 of the top 25 industrialized countries begin the study of world languages in K-5. The cognitive and competitive benefits that learning a second language offers are well documented. Our World Language and Culture program utilizes exclusive curriculum with all lessons aligned to World Readiness Standards for Language Learning. Lessons integrate voice, choice, and hands-on learning. Culture is weaved into every unit.

Examples:

- ☑ **Learn Spanish and Mandarin and French culture through games, songs, and audio/visual tools.**
- ☑ **Explore the unique characteristics of Mandarin and how intonation determines meaning.**
- ☑ **American Sign Language learning provides cognitive benefits as students learn language using both sides of their brains. Students love this interactive, engaging curriculum.**

Objectives:

- ☑ Students will analyze practices, products, and perspectives of other cultures and themselves.
- ☑ Students learn and connect vocabulary to their world and previous knowledge.
- ☑ Students interact in spoken, signed, or written conversations.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS



5. FITNESS & WELLNESS ENRICHMENT ZONE

The AlphaBEST Sports & Fitness Zone is a prevention-driven fitness, health and wellness program that is based on principles and techniques designed to improve gross motor skills, flexibility, posture, strength, balance, teamwork, and coordination.

Examples:

- ☑ **Team sports include basketball, soccer, volleyball and four-square**
- ☑ **Individual skill building through our tennis program**
- ☑ **Stretching and tranquility through yoga**

Objectives:

- ☑ Students develop habits of physical fitness through team and individual activities.
- ☑ Students learn and practice team dynamics and collaboration.
- ☑ Students have fun and build confidence in a non-competitive environment.

HOMEWORK

Homework assistance is provided Monday through Thursday.



The AlphaBEST homework block provides time, space, materials, and support necessary to complete assigned homework each day in a quiet, relaxed atmosphere with limited distractions and individualized assistance. Each AlphaBEST staff member is assigned to a specific station and or grade level during homework completion time. **AlphaBEST provides a customized approach to ensure that the established Homework Stations meet grade level district/state standards**, as well as provide small group and or individualized targeted instruction whenever possible. **The Site Manager from each school will work in conjunction with the school administration to incorporate the unique academic support needs by grade level and the Zone Leaders will provide remediation and subject area support daily.** AlphaBEST Education's goal is to also employ staff directly from each school we operate in, since they are able to bridge the school day academic needs to both our Zones and Homework blocks.

HOMEWORK STATIONS:

- ☑ **Reading Center:** Sustained Silent Reading/Reading Log/Read Aloud/Rotating Libraries
- ☑ **Subject Area Support Center (All Subjects):** Utilizing Cooperative Teaming & Peer Mentoring Tutoring Model
- ☑ **Literacy and Math Stations:** Interactive Games to Practice Skills and Enhance Study Habits
- ☑ **AlphaBEST Writes:** Story Starters/Journaling
- ☑ **Science Exploration Station:** Hands-On STEM Activities

"The biggest benefit to me, as a working parent, is the gift of time. The staff works with my child to make sure she not only completes, but also understands, her homework. I look over her homework when we get home but I truly don't need to spend a lot of time with it, which enables us to do something fun as a family "

- Tricia Carney, mother of 2nd grader at Garvin Memorial School, Cumberland, RI



PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

3.5.4 - LIABILITY INSURANCE

AlphaBEST Education will comply with all liability insurance requirements as outlined in **RFP #20-100-001**.

3.5.5 - EQUIPMENT/FURNISHINGS

AlphaBEST operates, at a minimum, in the school cafeteria and/or gymnasium. Students need tables and chairs in order to complete homework as well as experience all of the activities offered in the program. **AlphaBEST will be responsible for keeping leased areas clean and keeping all of its supplies and materials in designated cabinet(s) during non-contract hours.** When weather permits, outside recreation space, is also used. AlphaBEST staff will adhere to the school district's policies and regulations governing use of school facilities.

AlphaBEST will provide all materials for its programs. The amount and variety of materials provided and the arrangement and use of materials will be developmentally appropriate for the students and will be in sufficient supply. **AlphaBEST invests \$1M annually to support our technology programming for students and staff in the field.** Selected materials may include, but are not limited to:

- ☑ Initial start-up supplies for new sites
- ☑ **iPads for every instructor** with access to our proprietary curriculum and audio/visual resources
- ☑ Visual and dramatic art supplies and props
- ☑ Manipulatives such as LEGO and K'NEX
- ☑ Fitness equipment such as tennis racquets and compression balls
- ☑ Student iPads for technology arts and stop motion movie making, along with classroom and household materials, used for backgrounds and props in our stop-motion movie making component
- ☑ Educational and developmentally appropriate music and videos for language and literacy learning

Program Essentials:

- ☑ Parent Board
- ☑ Facilitator Tablets:
 - house program curriculum via an APP with built-in resources
 - maintain student records and attendance
- ☑ Student iPads: house STEM curriculum resources
- ☑ Phone
- ☑ Walkie Talkies
- ☑ Locked Cabinets (the number and placement will be determined by the building principal)



AlphaBEST will provide each program site location with storage kits containing all materials necessary to instruct and facilitate each unit of AlphaBEST curriculum. Kits include:

- ☑ **AlphaBEST Emergency Kits:** easily-identifiable AlphaBEST rolling duffel with mini-generator, flashlight, batteries, blanket, and First Aid Kit
- ☑ **Site Essentials Kit:** communication boards, paper, pencils, markers, scissors, etc.
- ☑ **Library Kit:** age-appropriate books for students in all reading levels
- ☑ **Brain Games Kit:** games for individuals and small groups
- ☑ **Zone Kits:** materials and resources for use in all five learning zones: STEM, Sports & Fitness & Wellness, Arts & Entertainment, World Language & Culture, and Maker Zone

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

3.5.6 – COMPLIANCE WITH CHILD CARE PROGRAMMING LICENSING REQUIREMENTS

AlphaBEST will comply with the state of Colorado licensing process. Our team is well-versed in Colorado licensing standards and requirements. Licensing materials will be submitted to the Division of Early Care and Learning (DECL) at least 90 days prior to opening date. All background check information for applicant and employees will be submitted. AlphaBEST Poudre Area Managers will meet with DECL Licensing Specialists for facility inspections.

INTERNAL QUALITY ASSURANCE - AlphaBEST is committed to maintaining the integrity of our programs and improving them to better serve students and their families. We continuously examine our programs with a critical eye to ensure we live up to our promise of a safe environment, qualified staff, and engaging learning activities. The AlphaBEST Site Director is always looking for ways to customize the program to meet the needs of the families they serve. Program Specialists are critical AlphaBEST staff members. They coach and support assigned sites to ensure high-quality programming through the successful delivery of quality instruction, positive environment that promotes creativity, student, and staff engagement, and a love for learning.

We have developed required monitoring and feedback tools for staff, programs, parents, and schools. We believe that each school plays an instrumental role in providing key feedback through surveys. The results of AlphaBEST's Quality Assurance Instruments (available upon request) help us identify areas in need of improvement and specific staff development needs. The AlphaBEST Management Team uses the instruments as the framework for our ongoing training, continuous improvement, and technical assistance initiative. Feedback is shared with all stakeholders, including school administration, upon request.

To ensure continuity of our model, every site employs the tools on the following table.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

QUALITY ASSURANCE INSTRUMENT	FREQUENCY	RESULTING ACTIONS
Site Visit Log	Daily (ongoing)	<ul style="list-style-type: none"> • Document visits to sites by all team members • Monitor site progress and identify support needs
Bi-Weekly Site Observation Tool by Area Manager	Bi-Weekly	<ul style="list-style-type: none"> • Guide staff through direct instruction, mentoring, counseling, and modeling • Strengthen program delivery
Quality Standard Tool by Area Manager/Regional Director	Quarterly or As Needed based on site observation tool	<ul style="list-style-type: none"> • Guide staff through direct instruction, mentoring, counseling, and modeling • Strengthen program delivery
Licensing Checklist by Site Directors and Submitted to Area Managers	Monthly	<ul style="list-style-type: none"> • Ensure licensing standards are maintained • Guide staff through corrective measures based on licensing visits
Environmental Checklists by Site Directors and Submitted to Area Managers	Annually (Beginning of the year)	<ul style="list-style-type: none"> • Ensure a welcoming environment • Guide staff through corrective measures in setting up the site environment
Program Specialist Zone Feedback Tool	Bi-Weekly	<ul style="list-style-type: none"> • Make improvements to: Instructional Techniques, Curriculum Implementation, Behavior Management, Professionalism
Student Surveys by Program Participants	Annually (End of the Year)	<ul style="list-style-type: none"> • Adjust daily schedule & activities • Identify well-received program activities
Parent Surveys by Parents of Program Participants	Annually (Spring)	<ul style="list-style-type: none"> • Adjust daily schedule & activities • Identify well-received program activities • Adjust communications strategies
Principal Surveys by School Principals	Annually (Mid-Year)	<ul style="list-style-type: none"> • Adjust operations and communications strategies
Curriculum Implementation Survey	Quarterly	<ul style="list-style-type: none"> • Adjust curriculum based on feedback • Make recommendations on supplies and equipment needs • Develop professional development based on feedback to strengthen program delivery • To focus Program Specialist coaching and guidance
New Site Feedback Surveys	Start of School Year for New Sites	<ul style="list-style-type: none"> • Make adjustments/improvements in program schedule and activities

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

3.5.7 – ACCURATE RECORD KEEPING

TRACKING PARTICIPANT ATTENDANCE - AlphaBEST uses a third-party nationally developed and recognized Student Management System to monitor participants and their schedules. The system features electronic checkout to record daily attendance.

EZChildTrack » Attendance » Review & Submit
Review & Submit Attendance

May 12-18, 2019

Previous Week | Sun | 5/13 Mon Submitted | 5/14 Tue No Attendance Record Attendance | 5/15 Wed | 5/16 Fri | 5/17 Sat | 5/18 | Next Week

Monday 05/13/2019 (Attendance Summary)

Time Offered	Enrolled	Attended	Late Check-outs	Action
PM	Regular	59	58	View
	Drop-in	21	0	
	Total	74	58	

Drop-In Charges: \$0.00 0 Children Late Check-out Charges: \$0.00 0 Accounts

Attendance has been submitted on 05/13/2019 06:28 PM Central Time by Marjorie | Revert Submission

ATTENDANCE POLICY - At the start of each day, staff holds roll call, which includes seeing and hearing each child. Every site deploys a checks and balance system: The Zone Leader counts each child while the Site Director checks enrollment numbers in the online system. The two numbers are compared, and discrepancies are immediately addressed.

- ☒ **BEFORE SCHOOL:** Parents must sign in their child. When the child leaves for his or her classroom, our staff will sign the child out of the program.
- ☒ **AFTER SCHOOL ARRIVAL/DEPARTURE:** When the child arrives at the program in the afternoon, we sign him or her into the program. At pick up, a parent or other pre- authorized person must sign out the child using a secure personal PIN.
- ☒ **Attendance is taken every 30 minutes as well as during transition times and is verified with the Student Management System.**
- ☒ All sign in/sign out data are time-stamped and digitally stored for a minimum of five (5) year.
- ☒ **Children are never left unattended. Staff maintains staff-to-child ratio at all times.**

If a child does not arrive at the program as scheduled, the program staff contacts the school office to verify attendance that day. If the child was in attendance, but not in the program, parents or guardians are contacted immediately. If the parent cannot be reached, program staff contact the emergency contacts listed on the Enrollment Form.

AlphaBEST has policies on both student confidentiality and record retention outlined in its Operations Manual (**Appendix B**).

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

3.5.8 – MANAGING DAY-TO-DAY BUSINESS OPERATIONS

Upon notice of contract award, AlphaBEST will immediately initiate actions towards program start-up and implementation. We will work closely with the school district to outline a timeline and plan that mutually benefits all stakeholders to include families, administration, and AlphaBEST. **Management of initial day-to-day operations includes:**

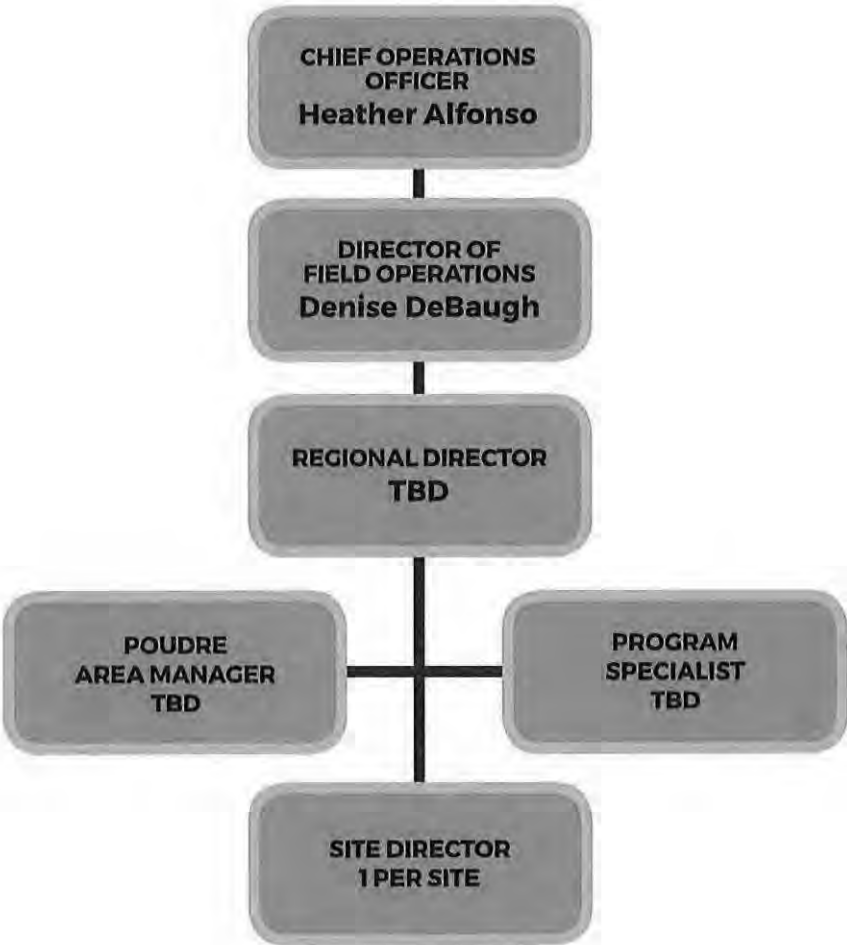
- ☑ License application and hiring of staff will begin **immediately** upon award, with emphasis on hiring Area Managers as the top priority. AlphaBEST will meet **Colorado licensing ratio requirement of 1:15**.
- ☑ **Start date is contingent upon approval by local child care licensing offices. Applications must be submitted at least 90 days in advance of the start date. AlphaBEST will need documentation from the school to submit along with the application. This may include items such as a floor plan, certificate of occupancy, and local health and fire inspections. Other forms may be needed as well and will be requested by the AlphaBEST office in order for the application to be submitted in a timely manner.**

Licensing Contingency Disclosure: In rare situations, licensing lead times can exceed the window of time between contract award and required services start date. Should this occur, AlphaBEST will propose entering into an agreement with the school district to allow AlphaBEST to operate the program in partnership with the district, under the umbrella of district's licensing exemption, for a period of time. In any event, AlphaBEST will be fully prepared to operate the program on the contracted date of service.

- ☑ Materials will be ordered, staged, and shipped to arrive within two weeks of school starting
- ☑ Coordination with existing after-school provider to ensure that communication with parents is aligned, space and equipment logistics are managed, and current staff are included in transition planning
- ☑ Interview and hire existing staff, when recommended by principal, and recruit new staff as required
- ☑ Provide community nights for families to learn more about AlphaBEST, see Zone showcases, meet staff and ask questions
- ☑ Programs will be staged before the first day of school and ready for implementation.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

The Poudre AlphaBEST program will be staffed with local Area Manager(s), Site Directors, Zone Leaders and Program Specialists – all assigned to this specific project. A Regional Director will oversee the work of these site-based individuals. Responsibilities for each position are described in other sections of this proposal. AlphaBEST also operates a rigorous and robust quality monitoring program as described in section 3.5.6.



AlphaBEST will assume responsibility for all start-up costs. Tuition and registration fees will cover all program expenses. **A copy of our letter of endorsement from our operating bank to substantiate that AlphaBEST maintains liquidity for investment and start-up costs is provided in Appendix E.** AlphaBEST incorporates a weekly/monthly billing model to allow for consistent cash flow to support operations throughout the school year. Additional information about our tuition policies is provided in another section of this proposal.

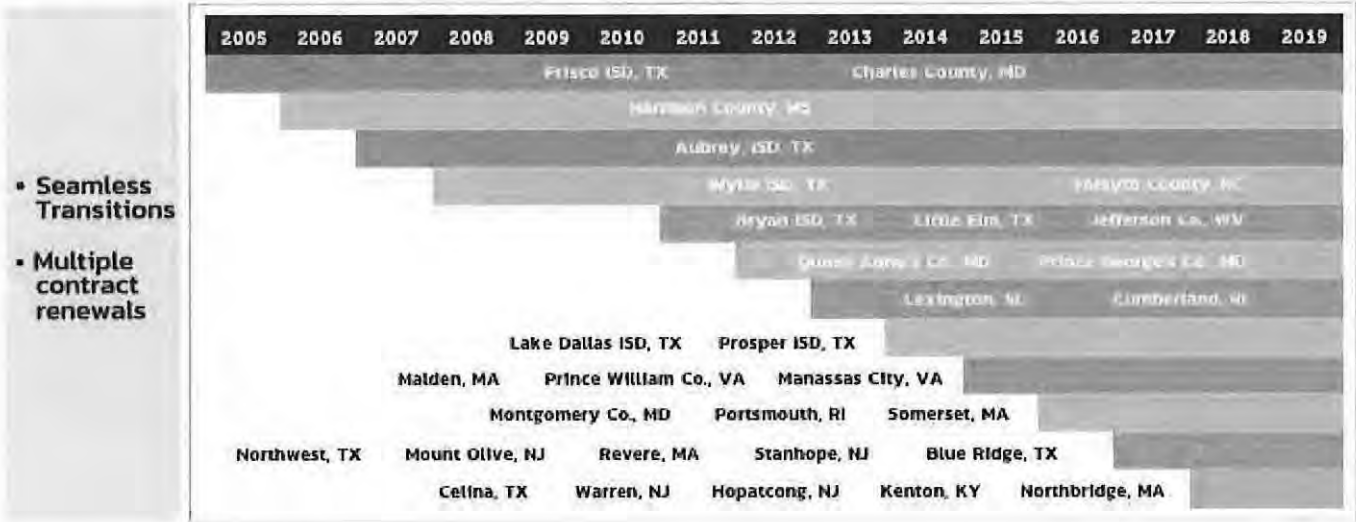
PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

SECTION 3.6 – MANDATORY REQUIREMENTS

3.6.1a – EVIDENCE OF SUCCESSFUL OPERATIONS FOR AT LEAST FIVE YEARS

AlphaBEST Education, Inc., founded in 2005, began with contracts in just two school districts serving approximately 50 schools. Currently, AlphaBEST provides before school, after school and/or summer programs to 30,000+ students at more than 400 schools across 14 states (Texas, Kentucky, VA, West VA, New Jersey, Rhode Island, Massachusetts, Maryland, North Carolina, South Carolina, Mississippi, Tennessee, Washington and Washington, DC) and employs more than 1,850 staff nationwide. The following graph depicts the longevity of successful ongoing contracts, nationally:

School District Partners



Additionally, AlphaBEST provides the following unique qualifications:

PARTNERSHIP	QUALIFICATIONS	RECOGNITION
<ul style="list-style-type: none"> Ability to provide and comply with Poudre School District requirements identified in RFP #20-100-01 Exclusive partnerships with leading national curriculum developers in STEM/technology, fitness, world languages and arts and entertainment 	<ul style="list-style-type: none"> Innovative and unique linkage between the school day and after-school Effective communication strategies with school principal and parents Best practices in hiring and supervising staff, ensuring child safety, communicating, and ongoing staff professional development Long-term relationships 	<ul style="list-style-type: none"> Experienced, professional management, including our CEO, Judy Nee, recognized as one of the Top 25 Most Influential After School Leaders by the National AfterSchool Association 2018 Best Employer for New Grads by Forbes (ranked 121 of 250 companies recognized)

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

3.6.1b – EVIDENCE OF ABILITY TO MEET ALL REQUIREMENTS OF STATE AND LOCAL LICENSING AGENCIES

AlphaBEST is licensed in 13 states (New Jersey, Rhode Island, Massachusetts, Kentucky, Virginia, West Virginia, Maryland, North Carolina, South Carolina, Mississippi, Texas, Tennessee, Washington) and the District of Columbia. The AlphaBEST management team reviews every licensing requirement to ensure that program operations met and/or exceed them. This includes General Rules for Child Care Facilities (7.701), Rules Regulating School-Aged Child Care (7.712), and Rules Regulating Special Activities (7.719). **We have reviewed the Colorado licensing requirements and are confident that we will meet or exceed all state and local requirements.**

3.6.2a – EXPERIENCE WITH HIRING AND RETAINING QUALIFIED CHILD CARE STAFF

AlphaBEST is among the most competent organizations nationally, in hiring and retaining qualified child care staff. **In 2019, our team hired over 900 staff between June and October, and we are confident in our ability to recruit and hire quality staff for Poudre.** Our ability to attract and retain quality staff is rooted in our organizational culture, staff recognition/appreciation, training and competitive wages. **We guarantee that we will meet or exceed all Colorado licensing requirements for before and after school staffing.** Employment offers are contingent on successfully completing a third-party independent drug screen, thorough reference checks, and prior employment verification. Teaching certificates, transcripts, course completion certificates, resumes, and employment applications are used to assess a candidate's experience and level of expertise to appropriately deliver all components of the AlphaBEST Education program.

STAFF ONBOARDING

An overview of AlphaBEST's **onboarding training** is provided below:

OPERATIONS related to safety and health required by state licensing	CURRICULUM and the effective IMPLEMENTATION of the Enrichment Zones	SOCIAL/EMOTIONAL LEARNING TECHNIQUES related to positive behavior supports, cooperative learning structures, and child growth and development	ACCOMMODATIONS and compliance with all federal laws and regulations
-------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------

To ensure a consistent onboarding process and that licensing standards are met, AlphaBEST divides staff training into three distinct pieces. These training segments build upon each other and reinforce skills needed for staff to feel comfortable and excel in their jobs.

- 1. PRE-SERVICE INFORMATION AND TRAINING:** Conducted during the initial period of completing all required paperwork to be hired by AlphaBEST in a Colorado based program.
- 2. NEW HIRE ORIENTATION & ONBOARDING:** Occurs once the hiring process has been completed but before the end of the first day of assuming job responsibilities or supervising students.
- 3. CONTINUING EDUCATION & PROFESSIONAL DEVELOPMENT:** Required ongoing staff continuing education through a blended-learning model. **Staff completes online courses along with in-person training (please see section 3.6.2d).**

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

PRE-SERVICE INFORMATION AND TRAINING - The goal of pre-service training is to provide a strong foundation of knowledge and skills for the job the employee is about to begin. This pre-service training lays the groundwork for further in-service training and produces staff members who are more effective and content because they have the knowledge and skills needed to excel in their work environment.

The AlphaBEST pre-service/new hire training program consists of:

- ☒ 1. Comprehensive overview of job responsibilities and to whom the employee reports.
- ☒ 2. Complete review of policies and procedures (given to staff in writing) focused on
 - a. Procedures for supervising a child who arrives after the scheduled class.
 - b. Policies and procedures surrounding field trips.
 - c. Confirming absence of a child scheduled to arrive from another program.
 - d. Identifying where children are at all times including field trips.
 - e. Procedures for action surrounding loss of a child(ren).
 - f. Administering medication.
 - g. Response to emergencies or disasters.
- ☒ 3. Playground safety procedures
- ☒ 4. Recognizing child abuse and neglect and the legal requirements for reporting suspected child abuse as required by Colorado
- ☒ 5. Confidential treatment of personal information about children
- ☒ 6. Standards that relate to the staff member's responsibilities
- ☒ 7. Positive Behavior Supports Training

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

ONBOARDING - The new hire orientation and onboarding builds upon Pre-Service training by focusing on the staff member's specific site and job role. This is accomplished through an in-person orientation period, as well as multiple points of contact within the AlphaBEST program to provide needed training and support.

AlphaBEST staff members shall receive the following:

- ☒ 1. The organization's philosophy
- ☒ 2. Operating information including the hours and days of operation and holidays or other times the program is closed
- ☒ 3. Transportation policy
- ☒ 4. Policies around the arrival and departure of children, including verification processes for authorized persons to pick up the child
- ☒ 5. Policy regarding the delivery of medication or medical procedures
- ☒ 6. Description of established lines of authority for staff
- ☒ 7. Policy for reporting child abuse or neglect
- ☒ 8. Custodial right to be admitted to the center
- ☒ 9. Communication policy in the event of an emergency
- ☒ 10. Appropriate general daily schedule for the age of the enrolling child
- ☒ 11. Food policies
- ☒ 12. Discipline Policies
- ☒ 13. Positive Behavior Supports Training
- ☒ 14. Termination Policies

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

3.6.2b – EMPLOYEE EVALUATION SYSTEM

AlphaBEST takes a people-centric approach to Performance Development. We strive to build a culture of leadership, coaching, continuous learning and personal accountability. Leaders at all levels are expected to adopt and model the company's Core Values. Managers are trained and equipped with coaching skills. The goal is to create a culture of high performance and continuous improvement, where company values are engrained, employee engagement is high and authentic relationships are forged. This coaching-approach creates a culture of learning, where everyone is at the center of his or her own development.

Our Performance Development Approach includes:

- ☑ **COACHING CONVERSATIONS:** Managers trained in The Coaching Habit methodology increase focus and capacity, reduce overtime dependency, and drive engagement and impact.
- ☑ **MONTHLY ONE-ON-ONES:** A monthly meeting between managers and their team member(s) to discuss their progress, challenges and provide feedback on their work.
- ☑ **QUARTERLY DEVELOPMENT MEETINGS:** A meeting between managers and their team member(s) to develop and report on the progress of short-term goals.
- ☑ **ANNUAL SUMMARY CONVERSATION:** An end of year summary of how the team member has contributed to the business, collaborated with others, and demonstrated/developed capabilities and performed core role expectations.
- ☑ **PERFORMANCE ACTION PLANS:** A formal development plan utilized when performance or behavior issues are severe, or the team member shows resistance to the other forms of performance development. AlphaBEST strives to create a positive working environment and utilizes an employee recognition program to encourage behavior aligned with company core values. Peer to peer recognition, a celebration of individuals' milestones and life events are important components of the recognition program. Empowerment of team members is encouraged with a strong emphasis on personal accountability.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

3.6.2C - QUALIFIED ADMINISTRATIVE STAFF

LEADERSHIP TEAM - Our leadership team includes Judy Nee, Chief Executive Officer; Melissa Moreano, Chief Financial Officer; Heather Alfonso, Chief Operating Officer; Dawn Hosni, Chief Strategy Officer; and Denise DeBaugh, Director of Field Operations. **Any and all AlphaBEST leadership members are available to the school district's administration at their request.**



Judy Nee, CEO of AlphaBEST Education, will be the **primary liaison to Poudre School District leadership** and will provide overall vision and design/direction to programs. With more than 20 years' experience in the after school field, Judy served as President and CEO of the **National AfterSchool Association** and was Chair of the **Coalition for Science After School**. She currently serves as a **Board Member of Child Trends**, the nation's only independent research firm for child and youth issues, and is recognized as one of the **Top 25 Most Influential Leaders in After School**.



Melissa Moreano, CFO of AlphaBEST Education, is responsible for AlphaBEST's corporate finance and human resources. A Certified Public Accountant with over 20 years' experience in the education industry, Melissa has been part of the AlphaBEST leadership team since 2005. She began her career working with an international distributor of educational resources and has also overseen the development and management of 60+ quality early learning facilities, such as Head Start and Corporate child care centers. Melissa has a Bachelor of Science in Accounting from the University of North Carolina at Charlotte.



Heather Alfonso, COO of AlphaBEST Education, is responsible for overseeing 290 AlphaBEST Education Extended Day programs across the United States and Summer programs in Massachusetts, Maryland, Rhode Island, Texas, Virginia, and West Virginia. She holds a Master's Degree in Educational Leadership from Lynn University and is certified in Elementary Education (grades Kindergarten through sixth grade), Exceptional Student Education, ESOL and holds a Reading Endorsement. She began her career as Director of one of the largest school-based after school programs in Florida with 450 students. Following a seven-year career as an after school Director and earning her BA degree in Education, she went on to teach elementary school and serve as an Assistant Principal.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

PROGRAM LEADERSHIP



Dawn Hosni, Chief Strategy Officer of AlphaBEST Education, brings 15 years of experience, partnering with educators to provide creativity based, expanded learning opportunities to students, both in after school and summer. Dawn has more than ten years' experience with a non-profit, informal science education program that offers teacher professional development and student programs. In her role at AlphaBEST, she focuses on strategic initiatives that improve the experience of our stakeholders, from students to Superintendents. Dawn holds a Bachelor's of Science in Accounting from Adelphi University in New York.



Denise DeBaugh, Director of Field Operations, has 20 years of experience in afterschool work along with 7 years teaching experience in elementary education. Denise also holds a Master of Education in Educational Administration from Lamar University and a Bachelor of Science in Education from Oklahoma Baptist University. Denise will establish and direct the Poudre team and lead the start-up activities.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

"As an administrator, one of the things I love about AlphaBEST is their accessibility. I know that I can contact my Area Manager with any questions or concerns. Having that partnership with her has been invaluable, she really is part of our school family."

– Jennifer Stanley, Principal at Lake Murray Elementary, Lexington, SC



In addition to AlphaBEST's leadership team, a local Poudre management team will be hired from the community, with input from Poudre School District, as available, to include:

Regional Director:

- ☒ The Regional Director is overall responsible for all program operations within a region.
- ☒ The Regional Director will assist in hiring **local Poudre Area Managers** and will provide all direct training and oversight of the Area Managers.
- ☒ The Regional Director will monitor the Poudre programs and will provide a point of contact for families for families, beyond Area Managers.



PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

Area Manager:

- ☒ Area Managers will be hired from the local community to provide day-to-day oversight of all Poudre programs.
- ☒ Area Managers will be the point of contact for all staff and site-based issues.
- ☒ Area Managers will visit, monitor and supervise all Poudre AlphaBEST sites.

Staff Position	Responsibilities and Duties	Qualifications
Area Manager - <i>Provide leadership, supervision, and coordination of Poudre after school program sites</i>	<p>Key responsibilities include:</p> <ul style="list-style-type: none"> Develop and maintain excellent program quality Select, train, and supervise Site Directors and all staff Create and maintain high levels of parent and school satisfaction for all sites Ensure that sites maintain financial integrity <p>Specific duties include:</p> <ul style="list-style-type: none"> Regularly evaluate program quality and progress towards goals Assist in developing training schedules Ensure licensure compliance Create annual site budgets Maintain weekly and monthly financial control system Find frequent opportunities to interact with parents to determine their satisfaction Schedule formal meetings with school administration Ensure programs achieve enrollment potential Conduct drop by site visits 	<ul style="list-style-type: none"> Prior experience in an elementary school setting, school administration, or in a EEC licensed school-age childcare setting. A BA or BS in Education or related field is required with a master's degree or higher preferred. Three to five years of multi-site experience preferred

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

3.6.2d – STAFF HANDBOOK/SOP

A copy of the 2019-20 Operations Manual (Appendix B) is provided as a part of the AlphaBEST proposal. Updates will be made, as appropriate, based on Colorado regulations.

- **JOB QUALIFICATIONS**

Qualifications for AlphaBEST team members are outlined on pages 67 – 69 of its Operations Manual (Appendix B) as well as included in other sections of this proposal.

- **GRIEVANCE PROCEDURES AND PROBATION POLICIES**

AlphaBEST has a rigorous onboarding process for its staff. All staff are evaluated after their first 90 days of employment and must meet expectations to continue their employment. When needed, a grievance process, aligned to best practices in Human Resources, is available to all staff and given serious attention by leadership.

- **GUIDELINES FOR TREATMENT OF CHILDREN, INCLUDING AGE APPROPRIATE METHODS FOR GUIDANCE AND DISCIPLINE**

AlphaBEST has a zero-tolerance policy for any mistreatment of children or inappropriate methods for guidance and discipline. Staff who are witnessed or reported for such behaviors will be immediately terminated and Child Protective Services will be notified. Guidelines for treatment of children are outlined on pages 14 – 28 and include the following: Behavior Management Policy, AlphaBEST Discipline Policy and Procedure, Anti-Bullying Policy, Child Guidance Plan, Confidentiality, Student Safety & Attendance, Child Protection, Playground Safety and more.

- **HEALTH AND SAFETY GUIDELINES**

Safety is the foundation of every AlphaBEST program.

Maintaining the safety of children is our **number one priority**. We deploy multiple strategies to ensure every parent can go about their day knowing their child is in a safe, stimulating environment under the supervision of our competent and caring staff. Healthy and safety begins with student enrollment, continues on a daily basis in a variety of staff practices, and is reinforced through ongoing safety activities and staff training.



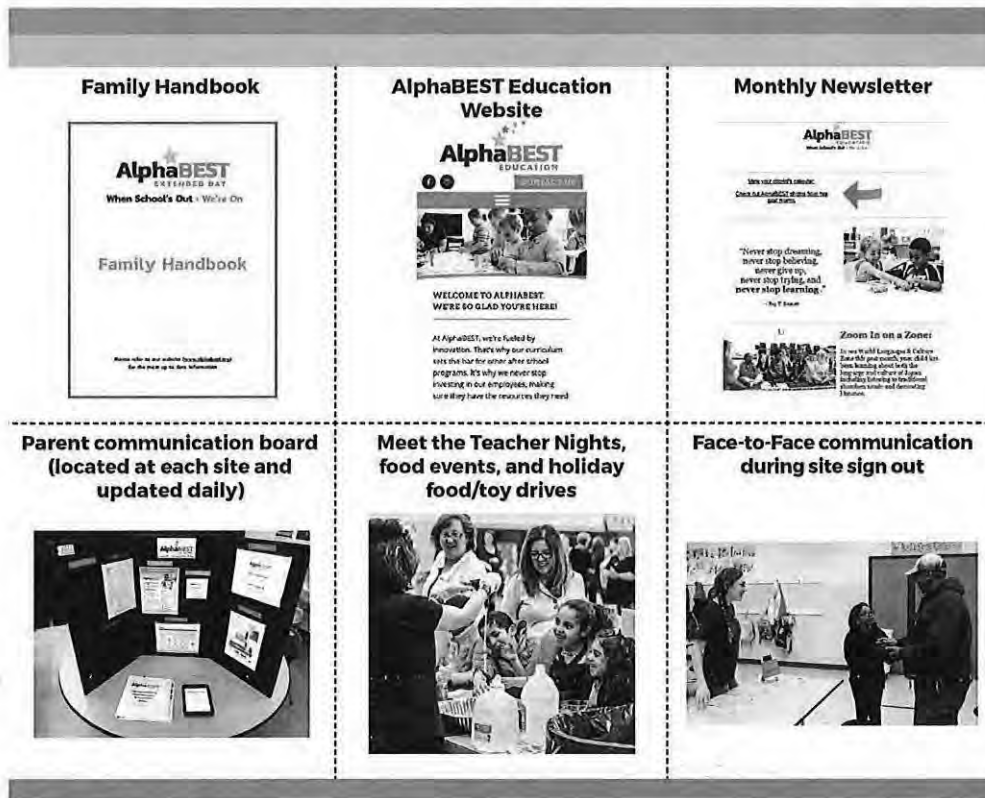
AlphaBEST staff is required to ensure that all students are properly accounted for before activities begin each day. AlphaBEST is committed to ensuring that it effectively addresses student health, safety, and nutrition needs during program participation. Healthy and safety begins with student enrollment, continues on a daily basis in a variety of staff practices, and is reinforced through ongoing safety activities and staff training.

Detailed health and safety guidelines are outlined on pages 20 – 32 and include the following: Student Safety & Attendance, Child Protection, Playground Safety, Field Trip Procedures and more.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

COMMUNICATION WITH PARENTS AND OTHER STAFF

PARENT COMMUNICATION - AlphaBEST Education has **open, ongoing communication with parents** once students are enrolled. Specific strategies include, but are not limited to:



SAMPLE FLYER - This is a sample flyer representing our marketing materials to families. Content within may not be exact to final negotiated contract.

When School's Out • We're On

AlphaBEST

EXTENDED DAY

**ABC Elementary School
2020-2021**

Our AlphaBEST programming supplements school day learning in a fun, engaging way, focusing on cutting-edge learning themes - STEM, World Languages & Culture, Arts & Entertainment, Fitness & Wellness, and the Maker Movement - including homework help too!

Register online at:
www.alphabest.org/school-name-location-here

Time
Before and After School
(time here)

Who can attend?
Students in Grades (levels here)

Location
(school sites listed here)

When can I register?
Registration Opens for Current Families on (date) at (time)
Registration Opens for New Families on (date) at (time)

SPACE IS LIMITED! Please register your child early.

QUESTIONS?
REGISTRATION & BILLING INQUIRIES:
(contact name) @alphabest.org or (phone number)

	\$(cost)
FAMILY REGISTRATION (non-refundable)	
WEEKLY TUITION:	
First Child	\$(cost)
Siblings	\$(cost)
TEN VISIT PUNCH PASS Prepaid 10 drop-ins, limit of 2 per semester for a total of 4 per school year	\$(cost)
DISCOUNTS	
School District Employee	\$(%)
Military Families	\$(%)
Families may elect only one discount option.	
• All programs, activities and afternoon meals included	
• Vouchers are accepted at selected locations	

INSPIRE ENGAGE DISCOVER LEARN

alphabest.org alphabestinfo@alphabest.org 866-931-7996

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

Additional strategies include:

- Telephone access
- Drama productions and family engineering nights
- Quarterly Enrichment Zone Showcase Nights (Drama, Music and Dance productions, Art exhibits, Animation Film Festivals, STEM Engineering Demos, 5K runs and Fitness Challenges)
- Culminating family events and holiday food/toy drives
- Daily Enrichment Zone programming schedule (updated each week)
- AlphaBEST sponsored (parent, staff and child) teams for local fundraising drives/races
- Social media
- AlphaBEST's student management system enables us to keep in constant communication with parents by offering tools to send customized emails sent manually by our staff, as well as automatic emails sent by the system
- The Student Management System allows AlphaBEST to use other communication tools, such as calendars, bulletins, and alerts, which appear on the home screen of the Parent Portal. We are also able to add alerts that appear on-screen during the Check Out process.
- Parents are able to send messages to the AlphaBEST's Customer Service team by using a Contact Us feature from the Parent Portal



Use of School District communication resources such as robo-call systems, ads during televised board meetings, and online department websites and calendars are always appreciated. Our goal is to streamline parent communication and make information as available and easy to access as possible.

Parent communications, such as program flyers, are distributed through student take-home folders and backpacks. This material is also provided to the school front office for display and distribution as well as inclusion in school newsletter. Additionally, it is available electronically. When possible, AlphaBEST Education provides signage at the school in the form of banners or posters and is included on both the school and District website.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

• **TRAINING REQUIREMENTS**

AlphaBEST believes in supporting our staff with ongoing opportunities for professional development. These trainings are targeted to meet the specific licensing needs within each state and to ensure our staff grow as individuals, teams, and programs. By using a blended learning model, AlphaBEST provides a diverse range of training programs around child growth and development, curriculum, staff and site management, communication, health and safety, and many others in an online and in-person setting.

AlphaBEST first 30 days & Start of Year Training

Participants: All newly hired AlphaBEST Site Staff including Site Directors, Area Managers and Zone Leaders

Courses that focus on the ins and outs of the AlphaBEST program and ensure a solid understanding of working with children in an After School setting.

- ☒ Positive Behavior Supports (B.E.S.T.)
- ☒ Instructor Tool Box (Instructional Strategies and Cooperative Learning Structures)
- ☒ Accommodations and Disability Awareness
- ☒ Operations, Licensing and Professionalism
- ☒ First Aid & CPR
- ☒ Health and Safety including Blood Borne Pathogens
- ☒ Child Abuse and Neglect State Licensing Requirements

Continuous Professional Development

Monthly Zone Leader Site Seminar (10-12 Hours)

Participants: All Site Director lead monthly meeting with site staff

Monthly Agenda Items:

- ☒ Team Building Activity
- ☒ Positive Behavior Support Tip
- ☒ Quality Assurance Element
- ☒ Cooperative Learning Structure
- ☒ Licensing and Operations Reminder
- ☒ Site Share Best Practices and Concerns (Cheers/Jeers)
- ☒ Upcoming Calendar (Important Dates/Trainings)
- ☒ Assessment & Certificate (provided for each monthly training)

Area Manager Management Institute (Monthly)

- ☒ Best Practices Shared Across Sites (testimonials, video, pictures and descriptions)
- ☒ Monthly Expectations Discussed and Instituted
- ☒ Monthly Financials by Site/Region Reviewed
- ☒ Upcoming Dates/Trainings
- ☒ Quality Assurance Tools

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

Quarterly Leadership Retreat

Participants: Regional Directors, Director of Operations, CFO and General Manager

- ☒ Strategic Planning, Curriculum/Programming Feedback
- ☒ Assessment of program equipment and materials
- ☒ Budget and financial review
- ☒ Marketing and Business Planning
- ☒ Quality Assurance Feedback
- ☒ Quarterly Goal Setting

Annual Leadership Summit

Participants: Area Managers, Regional Directors and the Director of Operations.
Site Directors are invited every other year during our ROADSHOW Retreat.

- ☒ Opportunity for AlphaBEST leadership to establish and strengthen relationships across all regions and to learn from each other
- ☒ Reinforces core AlphaBEST values and initiatives
- ☒ Unites leadership in a common mission and a shared vision for the future

CONTINUING EDUCATION & PROFESSIONAL DEVELOPMENT

CollaborNation® Collaborative Learning Environment® provides a nationally recognized interactive peer-to-peer learning space that provides AlphaBEST sites with a way to communicate, share ideas/resources, and discuss topics and learn in a safe environment. This **learning management system includes hundreds of online, blended learning courses on various general learning subjects along with 36 Out of School Time Certificate Series Courses.**

AlphaBEST believes in supporting our staff with ongoing opportunities for professional development. These trainings are targeted to meet the specific licensing needs within each state and to ensure our staff grow as individuals, teams, and programs. By using a blended learning model, AlphaBEST provides a diverse range of training programs around child growth and development, curriculum, staff and site management, communication, health and safety, and many others in an online and in-person setting.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

3.6.3 – CHILD CARE SERVICES, PROGRAMS AND CURRICULUM

3.6.3a – PRACTICES THAT SUPPORT BEHAVIOR NEEDS, INCLUDING INTERVENTION WHEN CONCERN NOTED

AlphaBEST Education has developed a Behavior Management Policy that coincides with schools' Positive Behavior Supports Programs. Whenever possible, AlphaBEST Education will comply with school's policy. Every effort is made to maintain student behavior in the AlphaBEST Education program with parental support and notification. However, should a student pose a threat to himself, staff or other students, AlphaBEST Education will work with parents to remove the student from the program.

Our programs follow AlphaBEST's B.E.S.T. Positive Behavior Supports program (PBS). This policy, which aligns with districts' Positive Behavior Supports programs, helps connect students' experiences in school and after school in our program. Whenever possible, AlphaBEST complies with your district's behavior management policy.



What is B.E.S.T.? B.E.S.T. is a system of support that includes proactive strategies for defining, teaching, and supporting appropriate student behaviors. The B.E.S.T. acronym stands for **B: Brave**- We try new activities. We help others if we see them being bullied, **E: Encouraging**- We are always willing to give support or a helping hand, **S: Safe**- We take care in all we do, and **T: Trustworthy**- You can count on us to do the right thing, to be honest, and truthful. Every staff person who works in the program is trained in PBS, is aware of the B.E.S.T. behavioral expectations, and works to ensure students are consistently getting the same message.

What are the key elements of B.E.S.T.?

- ☑ Define, teach, and acknowledge behavior expectations
- ☑ Collect discipline data in each region
- ☑ Provide accommodations plans for children who are not responding to the program
- ☑ Brainstorm with the PBS regional committee to identify ways to address problems and re-teach/reinforce positive behaviors
- ☑ Collaborate across AlphaBEST through monthly lessons, brainstorming sessions, and best-practice sharing to ensure B.E.S.T. success

SPECIAL NEEDS ACCOMMODATIONS - AlphaBEST will not discriminate against children on the basis of gender, race, religion, national origin, ancestry, creed, pregnancy, marital or parental status, homeless status, sexual orientation, or physical, mental, emotional, or learning disability in its education programs or activities. AlphaBEST seeks to serve all children and families interested in our programs, and will provide modifications for individual students, provided they don't compromise the safety or quality of the program.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

AlphaBEST works with each family to provide quality enrichment opportunities to the children entrusted to our care. Our programs are built around an **inclusionary environment with staffing ratios that meet state and district contractual requirements**. If a parent or guardian believes that their child has any special needs or requirements, including dietary issues, allergies, physical limitations, or emotional/ cognitive issues, that could affect his/her participation in our program in any way, then they can contact the Site Director or Area Manager during the registration process so that we can discuss the accommodations that would help their child succeed in our program. Additionally, we provide an online welcome survey after enrollment for parent(s) or guardian(s) to communicate more information regarding their child.

AlphaBEST's behavior specialist, Jolanta Kellum, a certified teacher and a trained behavior specialist, leads the accommodation process. **The AlphaBEST accommodation team will promptly consider all requests for reasonable modification of policies, practices, or procedures with respect to childcare services and will make every effort to make reasonable accommodations for children with qualifying needs.** The accommodation team will include AlphaBEST's Behavior Specialist, Area Manager, and Site Director along with the parents/guardians.

Parents and guardians are also encouraged to share a copy of their child's IEP, IFSP or 504 plan with the Area Manager and the accommodation team. During this process, AlphaBEST may request further information from other professionals (such as educators or health care professionals) who work with the child in this context to get a better understanding of the child's need. Such information will be kept confidential. After the consultations, the accommodation team will convene and discuss the accommodation plan.

This plan will then be shared with the child's parent(s) or guardian(s), and Jolanta Kellum will work directly with the Site Director, Area Manager and Regional Director on the implementation of the accommodation plan at the site level. Should AlphaBEST be unable to accommodate requested modifications, the parent will be provided with documentation identifying any and all reasons why such modification was denied within 15 business days.

3.6.3b - PLAN FOR DOCUMENTING ALL VISITORS TO THE SITES TO ENSURE SAFETY AND SECURITY OF CHILDREN AND TO HELP FAMILY MEMBERS IDENTIFY VISITORS

The door to enter the program remains locked at all times. Parents/authorized pick up must ring a doorbell to gain access. Prior to closing each day, a pre-authorized person must sign out each child using their photo identification card and unique PIN in AlphaBEST's Parent Portal. The Portal maintains an electronic record of who was picked up, when, and by whom. Any changes to the list of pre-authorized people must be executed in-person on the Enrollment Form in the presence of AlphaBEST management.

AlphaBEST staff must have written notification, with explicit instructions from the parent, before the child(ren) may leave with a person who is not listed on the form. To ensure child's safety, all persons coming to the center to pick-up children will be required to show picture identification before the staff releases a child. Parents should remind authorized alternate pick-up person(s) to bring identification into the building with them when they pick-up the child. **All sign in/sign out data are time-stamped and digitally stored for a minimum of five (5) years.**

AlphaBEST will not release a child to an impaired individual. If a parent or guardian or individual authorized by a parent or guardian appears to be physically or emotionally impaired to the extent that, in AlphaBEST's judgment, the child could be at risk if released, and the impaired individual is attempting to pick up a child, then AlphaBEST will immediately contract the child's other parent or guardian or an alternative person(s) authorized by the parent(s) or guardian(s).

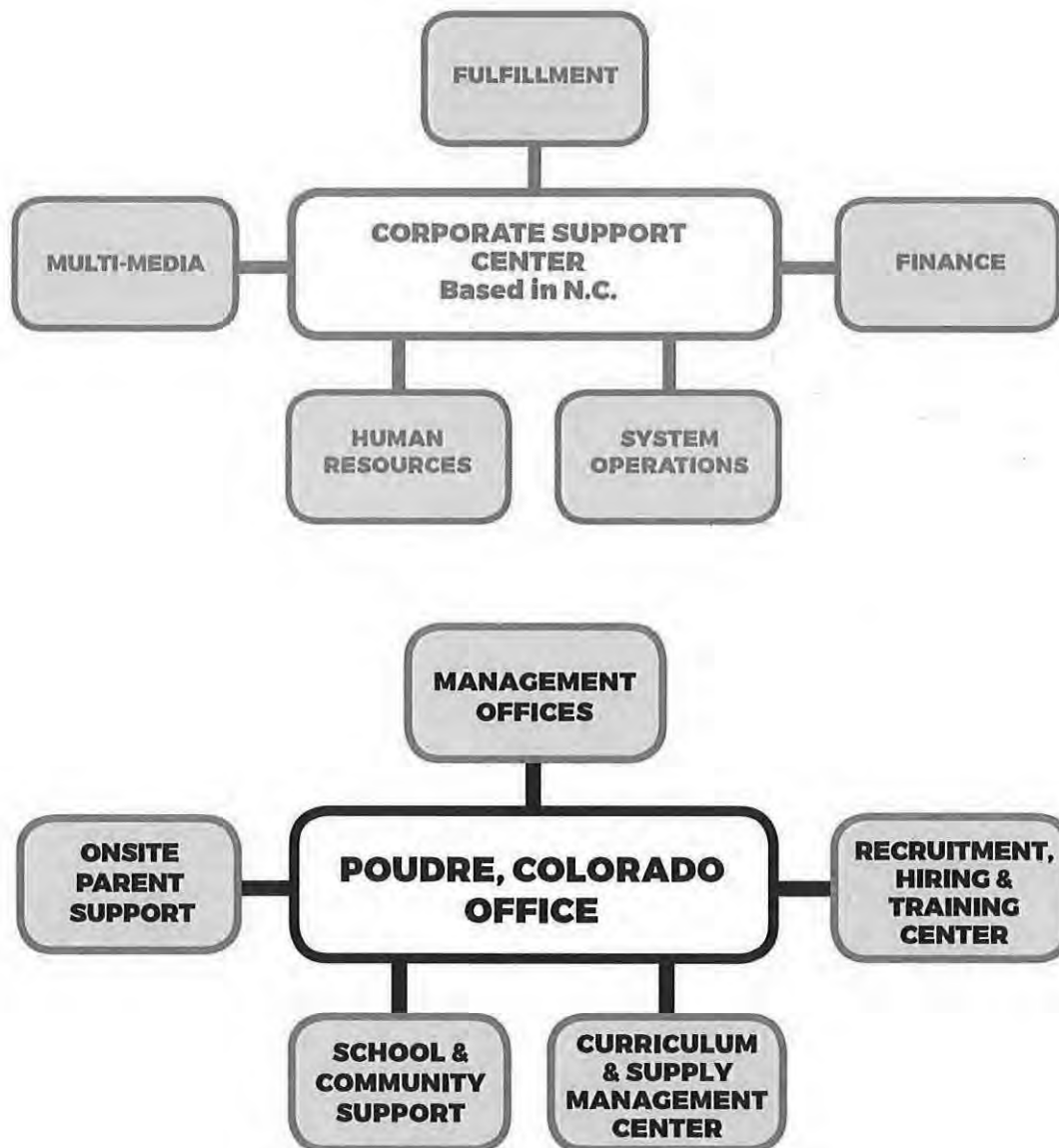
PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

3.6.3c – PLAN FOR VOLUNTEER SCREENING AND ORIENTATION

AlphaBEST does not anticipate using volunteers in its before and after school programs. If that should change, then AlphaBEST will comply with Colorado regulations governing function, orientation and supervision of volunteers (Rule 7.712.44). Volunteers would not be counted in staff to student ratios.

3.6.4 – BUSINESS OPERATIONS

CORPORATE & REGIONAL ORGANIZATIONAL STRUCTURE - AlphaBEST Education provides a centralized operations support system and regional support system to maximize operational efficiency so that most administrative tasks are accomplished off-site to ensure that Site Directors and Zone Leaders have maximum time to interact with students during the program. Support Center functions include the following:



PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

3.6.5 – FOOD SERVICE PLAN

AlphaBEST provides and serves each child a daily snack that **adheres to USDA guidelines** and state regulations for snack service. Snack menus are prepared to offer variety and interest so that children's needs for a well-balanced diet are supported through the snack program. Children will not be allowed access to soda or snack machines. Parents may send daily snacks with their children and also provide allergy information. Foods brought from home must be in compliance with the USDA meal pattern requirements. "Fast food" is not permitted at AlphaBEST. AlphaBEST will contract with an outside vendor for snack purchases. The cost of snacks is included in the weekly tuition. **A sample menu is provided in section 4.5.4.**

3.6.6 – PRICING AND FEES

FEE SCHEDULE – AlphaBEST proposes to charge weekly fees that will provide families with a **savings compared to the fee schedule of the current provider.**

ALPHABEST PROPOSED FEE SCHEDULE WITH PROPOSED SAVINGS FOR PARENTS

PROGRAM OFFERINGS: POUDRE				
			WEEKLY FEES	
		WEEKLY	PROPOSED	CURRENT
	PROGRAM	PARENT SAVINGS	ALPHABEST	BASE CAMP
AFTER SCHOOL	5 DAYS/WEEK	\$2.00	\$83.00	\$85.00
END OF SCHOOL - 6P	4 DAYS/WEEK	\$2.00	\$66.00	\$68.00
	3 DAYS/WEEK	\$2.00	\$49.00	\$51.00
	2 DAYS/WEEK	\$2.00	\$32.00	\$34.00
	1 DAY/WEEK	\$2.00	\$15.00	\$17.00
BEFORE SCHOOL	5 DAYS/WEEK	\$2.00	\$48.00	\$50.00
6:30A TO START OF SCHOOL	4 DAYS/WEEK	\$2.00	\$38.00	\$40.00
	3 DAYS/WEEK	\$2.00	\$28.00	\$30.00
	2 DAYS/WEEK	\$2.00	\$18.00	\$20.00
	1 DAY/WEEK	\$2.00	\$8.00	\$10.00
BEFORE AND AFTER SCHOOL	5 DAYS/WEEK	\$2.00	\$118.00	\$120.00
	4 DAYS/WEEK	\$2.00	\$94.00	\$96.00
	3 DAYS/WEEK	\$2.00	\$70.00	\$72.00
	2 DAYS/WEEK	\$2.00	\$46.00	\$48.00
FULL DAY 6A - 6P			\$40.00	
EARLY RELEASE			\$10/DAY	
10 VISIT PUNCH PASS			\$180.00	
WINTER/SPRING SUMMER BREAK			\$150.00	
SIBLING DISCOUNT			10%	
STUDENT DISCOUNT (FREE LUNCH)			15%	
STUDENT DISCOUNT (REDUCED LUNCH)			12%	
POUDRE SCHOOL DISTRICT EMPLOYEE DISCOUNT			30%	

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

REVENUE SHARE - AlphaBEST will provide a 10% revenue share to Poudre School District with an estimated annual guaranteed minimum of \$600,000 (based on assumption that (1) AlphaBEST operates programs at all District elementary schools and (2) minimum enrollment projections are obtained). Additionally, AlphaBEST proposes setting aside an equivalent of 3% of revenue for program scholarships. If scholarships are not awarded then the District will also receive those funds.

TUITION POLICIES - Tuition is due regardless of attendance. When a parent enrolls their child in AlphaBEST, she is buying a space in our program. It is that child's space as long as the family continues to pay for it, even if the child is not at the program. Failure to pay tuition will result in late fees being applied on Monday of the second week of each month. If payment is past due for two weeks, the family will lose their child's space in the program and will be sent to collections. AlphaBEST reserves the right to offer that space to another family. Days missed due to illness or vacation will NOT be discounted.



Fees will not be adjusted or refunded for absences, early pick-ups, canceled field trips, unanticipated calendar changes or closings due to weather conditions, energy problems, or other emergency situations.

PAYMENTS - AlphaBEST uses a Parent Portal to manage receipt of payments for student accounts. The portal can be easily accessed via the AlphaBEST website, using a computer, tablet or smartphone. In an effort to provide families a convenient and seamless service experience, AlphaBEST offers the following payment options:

- Online payments via credit card or bank draft
- Auto pay option via credit card or bank draft
- Payments can be made Monthly (Prepaid)
- In person payments via money order

AFFORDABILITY AND DISCOUNTS - Please note the following information regarding discounts:

- ☒ Only **ONE** discount will be given per family.
- ☒ Discounts only apply to **FULL-TIME** 5-day enrollments.
- ☒ Discounts cannot be applied to punch passes. (Punch passes can only be used on regular school days (before and/or after) not on early dismissal or full day/week of care days.)
- ☒ Proof of discount eligibility, such as a military ID badge or School District ID badge, is due at time of registration.
- ☒ Once proof of eligibility has been provided, discounts will begin on the next billing cycle.

VOUCHERS - AlphaBEST will accept Colorado Child Care Assistance Program (CCAP) certificates. Students participating in the reduced lunch program will receive a 12% discount. Students participating in the free lunch program will receive a 15% discount. Parents are responsible for the difference between the tuition and certificate amount. The certificate must be received prior to a child attending AlphaBEST, or the parent will be charged the full rate.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

DROP-IN PUNCH PASS SERVICE - For those families who need occasional care, we offer an AlphaBEST punch pass. Purchased in blocks of ten (10) drop-ins, families can use on an as-needed basis.

- ☑ Allows parent to prepay for ten drop-in after school care days.
- ☑ Is valid for the entire current school year only. Any remaining days will be forfeited on the last day of school and cannot be carried over to the following school year.
- ☑ Is to be used per visit, not per day
- ☑ Requires no registration fee.
- ☑ Must be presented at check-in.
- ☑ Is limited to four 'drop-in' punch pass purchases per family per school year.
- ☑ Can be used by siblings on the same day.
- ☑ Can only be used if there is space in our program.
- ☑ Can only be used when a parent has called the site to check availability before arriving at the program. If the site is at capacity, the Site Director has the right to turn away the family.
- ☑ Cannot be refunded.
- ☑ A 'drop-in' punch pass cannot be used for early dismissal days or for full day/week care.
- ☑ Cannot be used in place of a two-week notice of withdrawal from program.

LATE FEES - We understand that occasionally, a family may struggle to pick up their child by closing time. While we are prepared to work with families, late pick-ups become a problem when a family is consistently late. Three or more incidents may result in program termination. In the event of late pickup, fees will be \$1.00 per minute.

INSUFFICIENT FUNDS (NSF)/DECLINE FEE - A \$25 fee will be charged for any payment that is returned unpaid or declines for any reason (E-check, credit card, or money order). This fee will be the maximum allowable fee in accordance with the state of enrollment and attendance. This fee will be added to the balance due.

SCHEDULE CHANGES - Our student management system allows families to make changes to child's program schedule online. In order to allow staff to allocate based on scheduled attendance, AlphaBEST requires families to make schedule changes no less than 10 days in advance. Should schedule changes be made within 10 days, a \$25 fee will apply.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

ALPHABEST QUALIFICATIONS

4.1 – BRIEF DESCRIPTION OF ALPHABEST EDUCATION

AlphaBEST Education, Inc. is wholly owned by Kaplan Early Learning Company, Inc. (KELC), a leading international provider of products and services that enhance children's learning. AlphaBEST Education was founded in 2005 and incorporated in North Carolina on January 29, 2006. Our 13 years of operation and significant growth have demonstrated our ability to manage large contracts, school district relationships, and parent customer service.

ALPHABEST EDUCATION VISION

To lead the way in shaping the future generation to be problem solvers and collaborators, to be thoughtful and curious, by showing them that learning can be fun, engaging, and can happen anywhere. To achieve this goal, we set the bar for out-of-school time programs.

ALPHABEST EDUCATION MISSION

To partner with schools and families to engage children's minds, expand their horizons, and provide parents with a sense of security.

ALPHABEST EDUCATION PHILOSOPHY

AlphaBEST believes that the before and after school hours provide students with the opportunity to explore new ideas, activities, friendships, and talents in a nurturing environment. To this end, we invest heavily in our staff and curriculum to expand learning beyond the classroom and ensure that every child has the opportunity to reach his/her full potential.



4.2 – PROPOSED NUMBER OF SUPERVISORY AND MANAGEMENT PERSONNEL TO ADMINISTER DISTRICT PROGRAM

AlphaBEST will have one **Regional Director overseeing the Poudre AlphaBEST Program. Three full-time Area Managers** will be responsible for program operations. Each Area Manager will provide direct oversight for ten AlphaBEST programs. **A Site Director will lead each individual site** and a behavioral specialist and program quality specialist will be made available to support the Poudre team as well.

4.3 – ANTICIPATED NUMBER OF OTHER EMPLOYEES ASSIGNED TO DISTRICT PROGRAM

AlphaBEST prioritizes finding the right people for AlphaBEST positions and then training and supporting them so they can provide excellent services for students and their families. **AlphaBEST is committed to staffing Poudre AlphaBEST sites based on a staff to student of ratio of 1:15.** For example, if a site has 60 school-age children, staffing would be one Site Director and four Zone Leaders, with additional support from an education specialist and area manager that visit sites each week. We are proud to have retention rates that exceed the national average for part time work. **For our site based employees, AlphaBEST has maintained a 75%+ retention rate for the past three school years. We feel this retention is attributable to the culture we've created within the organization.**

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

AlphaBEST, executing a model that provides opportunities for advancement within the organization.

Site Director:

- ☒ One Site Director will be hired for each Poudre school site.
- ☒ Site Directors are onsite at all times the program is in session.
- ☒ Site Directors are the main point of contact for the Principal and parents on a daily basis.
- ☒ Site Directors are not included in student:staff ratios.
- ☒ Site Directors must be CPR, and First Aid certified.
- ☒ A minimum of two years' experience managing a before/after program is preferred.

Program Specialist:

- ☒ A Program Specialist supports all programs in a district, ensuring that Zone Leaders have the training and ongoing support needed to implement all aspects of the curriculum with fidelity and quality.

Zone Leader:

- ☒ Zone Leaders are assigned to a group of students and are responsible for direct supervision and facilitation of all activities.
- ☒ Zone Leaders are in ratio, and the number per site is driven by enrollment.
- ☒ Zone Leaders are trained in all activities, enrichment and curricula, as well as student behavior management.

HIGHLIGHTS

AlphaBEST takes pride in the quality of our staff members. Our team is carefully selected and professionally trained.

We employ qualified, enthusiastic, dedicated, and caring staff.

If you visit one of our programs, you will recognize our staff in the following ways:

- ☒ **AlphaBEST identification badge**
- ☒ **AlphaBEST branded t-shirt, sweatshirt, or polo shirt**



PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

4.4 - SCOPE OF WORK

Each element of AlphaBEST's approach to the scope of work is outlined in Section 3 and further explained in proposal attachments. This includes information on how AlphaBEST will address each of the following:

- Hiring and evaluating qualified staff
- Providing policy handbooks/standard operating procedures (SOP) for parents and staff, as well as AlphaBEST's internal quality monitoring process to ensure policies are followed
- Providing environment that supports students' academic pursuits
- Providing liability insurance
- Ensuring that all child care program licensing requirements are met
- Maintaining accurate records
- Managing the day to day business operations of a before and after school child care program

4.5 - REQUIRED DOCUMENTS

- **FEE SCHEDULE**
A proposed fee schedule can be found in section 3.6.6 and includes discounts for siblings, District employees, and students participating in the free and reduced lunch program.
- **POLICY HANDBOOK/SOP FOR STAFF AND PARENTS**
A copy of the Operations Manual, Team Member Handbook and Family Handbook are included as attachments to the AlphaBEST proposal.
- **SAMPLE DAILY SCHEDULE**

SAMPLE BEFORE SCHOOL SCHEDULE

BLOCK	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1	Clubs, Homework Assistance & Reading				
2	Fitness	Character Education	Fitness	Character Education	Fitness

SAMPLE AFTER SCHOOL SCHEDULE

BLOCK	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1	Attendance, Snack & Recreation				
2	Homework Assistance and/or Brain Games				
3	Technology (STEM)	World Languages & Culture	Arts & Entertainment	Fitness & Wellness	Pop-Up Maker Space
4	Special Interest Clubs (e.g. Sports, DIY Crafts, and Service Learning)				

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

SAMPLE FOOD MENU

WEEK	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1	Cheese on Cheese Cracker 1% Low-Fat Milk	Pizza Bites Pineapple Cup Water	Graham Crackers 1% Low-Fat Milk	Animal Crackers Flavored Yogurt Water	String Cheese Peach Cup Water
2	Carrot Sticks Ranch Dressing Assorted Crackers Water	Fish-Shaped Crackers 1% Low-Fat Milk	String Cheese Pizza Bites Water	Graham Crackers Flavored Yogurt Water	Pretzels Pear Cup Water
3	Peach Cup 1% Low-Fat Milk	Graham Crackers Pear Cup Water	Flavored Yogurt Fresh Apple Water	Fish-Shaped Crackers Pineapple Cup Water	Animal Crackers 1% Low-Fat Milk
4	Cheese on Cheese Cracker 1% Low-Fat Milk	Savory Herb Bites Applesauce Water	Animal Crackers Flavored Yogurt Water	Pretzels 1% Low-Fat Milk	Graham Crackers Mixed Fruit Cup Water

SAMPLE CURRICULUM

Curriculum examples can be found in **Appendix D**.

ANTICIPATED PARTNERSHIPS WITH OTHER ORGANIZATIONS

AlphaBEST has established partnerships with a number of organizations for development of our curriculum. Local partnerships will be established, as appropriate, once AlphaBEST has hired its Regional Director and Area Manager(s). School District officials will be consulted about potential local partnerships. It is AlphaBEST's intent to continue established partnerships with other organizations to help ensure service continuity.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

4.6 - STATEMENT REGARDING VIOLATIONS OF STATE, FEDERAL OR LOCAL GUIDELINES

AlphaBEST does not have any violations of state, federal or local guidelines that it needs to disclose for this proposal.

4.7 - REFERENCES

Given the size and scope of the Poudre School District program, AlphaBEST is providing references for three of its largest programs. **Specific contact information is included on our reference form included in this proposal.** Please feel free to contact these references to learn more about our services, including overall AlphaBEST performance, ability to met/exceed contract requirements, service effectiveness, responsiveness to District needs, problem solving approach, and parent satisfaction. Additionally, AlphaBEST would be happy to share information collected from our Quality Monitoring surveys.

4.8 - ADDITIONAL SPECIAL PROGRAMS OR AREAS OF EMPHASIS

AlphaBEST prioritizes staff training in social emotional learning as a very important component of staff professional development. Training around the social and emotional needs of children takes place in three distinct ways. These are described in further detail below.

1. **Positive Behavior Supports**
2. **Cooperative Learning Structures**
3. **Ongoing Professional Development**

1. **PROMOTING POSITIVE BEHAVIOR IN ALPHABEST-** All newly hired staff receives training in implementing the B.E.S.T. Positive Behavior Supports program (PBS) program and then ongoing tips are provided at their monthly meetings. Staff will understand the power of positive praise and will practice conflict resolution, transition and attention getting strategies to use with their groups of students. They will also discover ways to promote responsible decision-making and problem solving in children during this session.

In addition, AlphaBEST has entered into a **collaboration with KIT (Kids Included Together), the premier national organization for Special Needs training and resources** for after school programs. KIT has provided training in each of AlphaBEST's regions, followed by ongoing consultation to our team of Behavioral Support Specialists. KIT's tools and resources are utilized by our site-based staff to recognize and respond to various special needs, as well as address

2. **COOPERATIVE LEARNING AT ALPHABEST -** All staff receive training on using cooperative learning strategies with their students at the start of the year. Staff also focuses on specific strategies each month throughout the year to build a solid understanding of cooperative learning in the AlphaBEST program. We build cooperative learning strategies into our curriculum to promote a sense of community and team among the students and staff. Our cooperative learning focuses on 5 specific pieces of the social and emotional development of children. These are:

7.0 REFERENCES

REQUEST FOR PROPOSAL
DISTRICT-WIDE BEFORE and AFTER
SCHOOL CHILD CARE PROVIDER
RFP #20-100-001

References are mandatory – Provide three (3) Colorado references.

7.1 Company/Name Frisco Independent School District
Address 5515 Ohio Drive Frisco, TX 75035
Contact Person Sally Turner
Telephone 469-633-6971
Email _____
Describe type of work/services provided After School Care

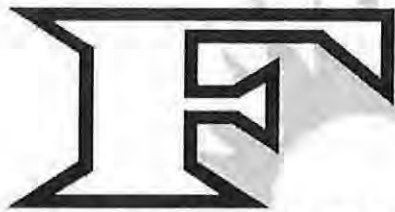
Dates work/services were provided 2005 - Present

7.2 Company/Name Prince William County Public Schools, VA
Address P.O. Box 389 Manassas, VA 20108
Contact Person Rae Darlington
Telephone 703-791-8703
Email rdarli@comcast.net
Describe type of work/services provided Before and After School Care

Dates work/services were provided 2015 - Present

7.3 Company/Name Charles County Public Schools, MD
Address 5980 Radio Station Road La Plata, MD 20646
Contact Person Nicholas Adam; Principal of Walter J. Mitchell Elementary
Telephone 301-934-4687
Email _____
Describe type of work/services provided Before and After School Care

Dates work/services were provided 2005 - Present



FRISCO INDEPENDENT SCHOOL DISTRICT

December 11, 2015

To Whom It May Concern:

As the Facilitator of Special Projects for Frisco ISD, one of my assignments is to act in the role of liaison for our afterschool child care and enrichment programs. For more than 25 years FISD has hosted two afterschool, licensed child care providers. Since 1996, Frisco ISD has grown from a district of three elementary campuses to 38. And we still continue to open 3-5 schools per year. During this time, I have had the privilege of observing and comparing what makes an after care program effective and seamless.

AlphaBEST is a program that runs smoothly, independently and provides our district's children with purposeful and meaningful activities in a secure environment during the critical after school hours.

AlphaBEST employs exceptional leaders who are child-centered and academically committed to excellence. In addition, their leadership is effective in the daily operations of the program and in their interactions with school administrators and parents. AlphaBEST employees are knowledgeable of local expectations that range from curricular to custodial. We find them to be accommodating and eager to please in every regard. The local management team is in close contact with the daily operations on each campus and responsive to any questions or concerns that may arise. What few problems that may arise in the course of a year on 38 campuses are immediately addressed and seldom, if ever, is there a need for them to be addressed a second time.

I can recommend the AlphaBEST organization to any school district without hesitation or qualification. Please feel free to contact me at 469-633-6971 if you have further questions.

Kind regards,

Sally Turner, M. Ed.

Facilitator of Special Projects
Frisco ISD
Frisco, TX



Prince William County

PUBLIC SCHOOLS

Providing A World-Class Education

December 16, 2016

To Whom It May Concern:

It is with great enthusiasm that I write this letter of reference for the AlphaBEST Education program.

Prince William County Public Schools (PWCS) had a before and after school program in place for many years with another provider but we were not leveraging this time for the benefit of the students. AlphaBEST Education was selected after site visits and the competitive bidding process. What set AlphaBEST apart was the 21st century approach to engage students using high leverage interest areas such as Lego Robotics. The staff was direct and provided a hands-on involvement ensuring a seamless transition from the previous provider by using a cooperative approach and solution-based problem-solving.

From the beginning, AlphaBEST began to provide a strong developmentally appropriate hands-on curriculum including technology exploration differentiated for the elementary and middle school students. Judy Nee and staff have worked tirelessly to implement the PWCS expectation of a world class before and after school learning program. The AlphaBEST staff masterfully implemented summer programs in multiple schools under an intense timeline.

When problems arise, AlphaBEST staff provides a high level of response to any and all situational occurrences at schools in a timely manner and seldom, if ever, is there a need for issues to be addressed a second time.

I would be remiss if I did not acknowledge some of the other accomplishments and services that AlphaBEST has provided to the PWCS parents and students:

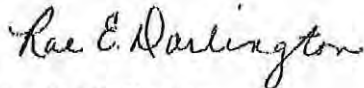
- Created a variety of participation opportunities including daily and partial enrollment.
- Direct involvement in supporting individual schools with applying for and receiving grants to further enrich after school learning opportunities for students.
- Created opportunities for students and parents with limited finances to participate by implementing student grants to offset costs.
- Has become an integral partner with the Prince William County community by participating in the Healthy Community Healthy Youth (HCHY) annual expo.
- Understands and enhances the business partnership with the PWCS SPARK foundation.

MS. RAE E. DARLINGTON
Deputy Superintendent of Schools

AlphaBEST Education
December 16, 2016
Page 2

I have no hesitancy whatsoever in strongly recommending that you consider AlphaBEST Education when choosing a provider for before and after school care for the students in your district. Please feel free to contact me at 703.791.8703 if you have further questions.

Sincerely,

A handwritten signature in cursive script that reads "Rae E. Darlington". The signature is written in dark ink and is positioned above the printed name and title.

Rae E. Darlington
Deputy Superintendent



WALTER J. MITCHELL ELEMENTARY SCHOOL

400 Willow Lane, La Plata, MD 20646

301-934-4687 301-753-1760 Fax 301-753-1649

Mr. Nicholas Adam
Principal



Mrs. Ashley Valenzuela-Carrington
Vice Principal

March 14, 2019

To whom it may concern,

I have had the privilege of working with the Alphabest program here at Walter J. Mitchell Elementary throughout the 2018-2019 school year. My observation of the program, led by Shirley Jacks, stems from the perspective of both a parent and as the school principal. While my son attended the program I witnessed the entire staff interact with children and myself in a positive manner daily. As the school principal I am able to observe these interactions with additional parents and it is evident that relationship building and positive interactions with parents is a focus. Ms. Jacks is organized and prepares new materials in advance. She is flexible with school activities that might temporarily relocate her program and most importantly, she and her staff remain vigilant with student safety. Knowing that Ms. Jacks priority is the safety of her students and staff allows myself and the school to operate with her program with full confidence.

Sincerely,

Nicholas Adam
Principal



Charles County Public Schools
It's all about teaching and learning.

Follow us on Twitter: @WJMITCHELLES, @CCPS,

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

- ☑ **POSITIVE INTERDEPENDENCE:** This occurs when the goals of a team and the individual correlate and are met together.
 - ☑ **INDIVIDUAL ACCOUNTABILITY:** This occurs when all students in a group are held accountable for doing a share of the work and for mastery of the material to be learned.
 - ☑ **EQUAL PARTICIPATION:** This occurs when each member of the group is afforded equal shares of responsibility and input so that all members are working together to reach a common goal.
 - ☑ **SIMULTANEOUS INTERACTION:** This occurs when class time is designed to allow many student interactions during the period to promote growth as individuals, teams, and a class.
 - ☑ **ACTIVE LISTENING:** This focuses on students engaging with each other through a mutually respectful way. Eye contact, quiet listening, and summarizing what your partner says are key components.
 - ☑ **TAKING TURNS:** This promotes individual responsibility and accountability in a way that supports the goals of a team or class.
 - ☑ **PRAISING & SUPPORT:** We train our staff to not only praise and support their students, but to also model it so that AlphaBEST students praise and support each other. This is done through team building activities, class building activities, cheers, and other strategies.
 - ☑ **HELPING & COACHING:** AlphaBEST places a strong emphasis on students supporting, helping, coaching, and learning from each other. This occurs during cooperative learning activities and events throughout our curriculum.
3. **ONGOING PROFESSIONAL DEVELOPMENT.** Specific courses provided to all AlphaBEST staff via our Learning Management Platform, Collaboration, include the following nationally-developed school age curriculum:

☑ **Exploring Four Areas of School-Age Development**

Course Goals: To gain an understanding of four major areas of development in school-age children: 1) Physical Development, 2) Cognitive Development, 3) Social Development, and 4) Emotional Development. To explore the link between four areas of development and the implications for planning and implementing out-of-school programs for school-age children.

☑ **Exploring Developmental Needs and Characteristics of Different Age Groups**

Course Goals: To gain an understanding of the differences between children in three different age groups. To explore ideas and strategies for planning and implementing appropriate program experiences for school-age children in out-of-school programs serving a wide range of age groups.

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

☒ **Exploring Individual Differences in School-Age Children**

Course Goals: To explore some of the major individual differences among school-age children. To identify strategies for assessing program infrastructure to ensure that space, schedule, and staffing make it possible to respond appropriately to individual needs in a group setting. To identify strategies for creating program experiences that support individual differences and celebrate diversity among children.

☒ **Guiding School-Age Children in Groups**

Course Goals: To explore strategies for planning successful school-age program experiences when large numbers of school-age children are involved. To explore systematic strategies for guiding, managing, and supervising school-age children as a leader of group games and activities.

AlphaBEST trainers include:

- **Heather Alfonso** - Master Degree Ed Leadership, PBS District Trainer, Assistant Principal BA Degree in Specific Learning Disabilities and Elem ED, Inclusion Teacher (ESE)
- **Brian Heaton** - BA Degree in Elementary Education and BA Degree in Communications
- **Jolanta Kellum** - BA Degree in Special Education, Certified Behavior Support Specialist
- All AlphaBEST locations also have a Program Specialist whose role is to work closely with staff to define growth areas and provide the necessary resources and training.

REFERENCES

PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

PRICING AND FEES

AlphaBEST Proposed Fee Schedule with Proposed Savings for Parents

PROGRAM OFFERINGS: POUDRE				
			WEEKLY FEES	
		WEEKLY	PROPOSED	CURRENT
	PROGRAM	PARENT SAVINGS	ALPHABEST	BASE CAMP
AFTER SCHOOL	5 DAYS/WEEK	\$2.00	\$83.00	\$85.00
END OF SCHOOL - 6P	4 DAYS/WEEK	\$2.00	\$66.00	\$68.00
	3 DAYS/WEEK	\$2.00	\$49.00	\$51.00
	2 DAYS/WEEK	\$2.00	\$32.00	\$34.00
	1 DAY/WEEK	\$2.00	\$15.00	\$17.00
BEFORE SCHOOL	5 DAYS/WEEK	\$2.00	\$48.00	\$50.00
6:30A TO START OF SCHOOL	4 DAYS/WEEK	\$2.00	\$38.00	\$40.00
	3 DAYS/WEEK	\$2.00	\$28.00	\$30.00
	2 DAYS/WEEK	\$2.00	\$18.00	\$20.00
	1 DAY/WEEK	\$2.00	\$8.00	\$10.00
BEFORE AND AFTER SCHOOL	5 DAYS/WEEK	\$2.00	\$118.00	\$120.00
	4 DAYS/WEEK	\$2.00	\$94.00	\$96.00
	3 DAYS/WEEK	\$2.00	\$70.00	\$72.00
	2 DAYS/WEEK	\$2.00	\$46.00	\$48.00
FULL DAY 6A - 6P			\$40.00	
EARLY RELEASE			\$10/DAY	
10 VISIT PUNCH PASS			\$180.00	
WINTER/SPRING SUMMER BREAK			\$150.00	
SIBLING DISCOUNT			10%	
STUDENT DISCOUNT (FREE LUNCH)			15%	
STUDENT DISCOUNT (REDUCED LUNCH)			12%	
POUDRE SCHOOL DISTRICT EMPLOYEE DISCOUNT			30%	

10.0 PROPOSAL CERTIFICATION FORM

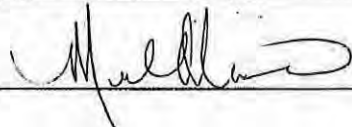
REQUEST FOR PROPOSAL
BEFORE and AFTER SCHOOL
CHILD CARE PROVIDER
RFP 20-100-001

Proposals must be submitted and received in BidNet's electronic solicitation portal on or before 2:00 p.m. MST on January 14, 2020.

The undersigned hereby affirms that:

- He/she is a duly authorized agent of the Provider issuing this proposal and that all information provided in the proposal is true and accurate.
- He/she has read the conditions and technical specifications, which were made available to the Provider in conjunction with this Solicitation, and fully understands and accepts these terms unless specific variations have been expressly listed in the proposal.
- The Provider will adhere to all terms and conditions and provide, at a minimum, all services as expressed in the Solicitation and/or the company's proposal responding to the Solicitation.
- The Provider meets or exceeds all of the required criteria as specified by this Solicitation, or if not, has submitted a Justification for Consideration addressing any failure to meet the criteria.
- The Provider's proposal is being offered independently of any other Provider and in full compliance with the terms specified in the Solicitation.
- The company will accept any awards made to it, contingent on agreement negotiation, as a result of this Solicitation for a minimum of ninety (90) calendar days following the date and time of the Solicitation opening.

Provider Name AlphaBEST Education

Signature of Agent 

Printed Name Melissa Moreano

Title Chief Financial Officer

E-mail address mmoreano@alphabest.org

Mailing address 5980 Kinney Road Lewisville, NC 27023

Phone number 336-391-5446

Contact Person Dawn Hosni; dhosni@alphabest.org; 480-815-7014
(If different from Agent – include email address and phone number)

NOTE: Proposals submitted without the signature of an authorized agent of the company may be considered non-responsive and ineligible for the award.

PROPOSAL CERTIFICATION FORM



PROPOSAL FOR BEFORE- AND AFTER-SCHOOL CARE PROGRAMS

APPENDICES

APPENDICES	
Appendix A	Family Handbook
Appendix B	Operations Manual
Appendix C	Staff Handbook
Appendix D	Sample Curriculum
Appendix E	Bank Letter

POUDRE SCHOOL DISTRICT R-1

APPENDIX A

Family Handbook





When School's Out ★ We're On

SAMPLE

2019 – 2020 Family Handbook

AlphaBEST Education, Inc.

Before and After School Provider

Please refer to our website (www.alphabest.org)
for the most up to date information

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Welcome

Dear Parents and Children:

Welcome to AlphaBEST and thank you for entrusting our staff with the development, education, and care of your child. We know you have options for extended day programming services and we are committed to making this a great experience for your family.

AlphaBEST is committed to fostering and supporting the individual success of each child. We are passionate about learning and recognize that developing a partnership with each child and family is the cornerstone of our joint success. At AlphaBEST we openly welcome your involvement and encourage you to visit and participate on a regular basis.

Our four learning zones provide each student the opportunity to participate in activities designed to inspire, engage, discover and learn in a safe, high-quality environment:

- **STEM** – *STEM & Technology Arts*
- **World Languages and Culture** – *Spanish, Mandarin and French Culture, & Sign Language*
- **Arts and Entertainment** – *Drama, Visual, Cartooning, and Video Production*
- **Fitness and Wellness** – *Tactical Game Play, Team Sports and Individual Skill Building*
- **Maker Spaces** – *Open-Ended Challenges and Tinkering*

We offer some of the most unique programming in the extended day field and take pride in our talented staff members who offer a diverse range of skills and knowledge. As a team of professionals, we understand that children do not care how much we know until they know how much we care. At AlphaBEST, we are driven by a set of Core Values that all of us rally behind. These values help guide us day to day and inform everything from the team members we hire to the way we interact with students, parents, and school district partners to the attitude we bring to our programs each day. These values are provided on the following page.

Thank you for selecting AlphaBEST Education, Inc. as a quality educational solution for your child's care. We are here to help and are never more than a phone call away. Please don't hesitate to reach out to us if we can be of any additional assistance.

Best regards,



Judy Nee, CEO

CORE VALUES



WE PUT CHILDREN FIRST. We take seriously our responsibility for influencing and educating thousands of students across the country every single day, arming them with skills they'll use their whole lives.



WE VALUE CONNECTION. AlphaBEST fosters connection: between employees, with our school and district partners, and with the families we serve. We've created an environment that encourages experimentation, collaboration, and teamwork.



WE ARE DRIVEN BY INNOVATION. We not only embrace change – we drive it. By keeping a pulse on the latest educational developments, we implement cutting-edge curriculum that is as fun and engaging as it is innovative and skill building.



WE ARE THE BEST AT WHAT WE DO. Our commitment to continuous improvement allows us to deliver the highest quality of service.



WE LEAD WITH A YES MINDSET. We're committed to extreme customer focus! We challenge ourselves to step outside our comfort zones and to have a can-do attitude.



WE MAKE IT RIGHT. We aren't perfect, but we do aim to respond perfectly. When things don't go as planned, we double down and make sure the situation is handled seamlessly – and that we learn from those missteps and avoid them going forward.



WE HAVE FUN. Our programs are structured to keep engagement front and center by fusing fun with learning in everything we do. We embrace the adage that education is not the filling of a pail, but the lighting of a fire.

[Name of School or School District]

ALPHABEST EDUCATION

Please keep this handbook for reference while your child is in

ALPHABEST. Updates will be sent as they occur.

Our mission is to provide a safe, caring, student-centered program that meets the needs of families and school district. Our academically enriched extended day program is interactive and engaging for students and promotes 21st-century skill development. Our team of education professionals focus on creating a well-balanced atmosphere for students and a trusted solution for parents and schools.

The [Name of School or School District] sponsor the AlphaBEST program. The program offers adult-supervised, high-quality, affordable before and after school care serving Kindergarten through Grade 5.

District Sites & Contact Information

School Address AlphaBEST Site Director AlphaBEST Contact Information

Additional Contact Information for account troubleshooting, unresolved issues at your student's site and other administrative questions or concerns. We appreciate and encourage all feedback.

Local AlphaBEST Office:	AlphaBEST Area Manager Name AlphaBEST Area Manager Phone Number and Email
Customer Support:	AlphaBEST Customer Support Representative Name AlphaBEST Customer Support Representative Phone Number and Email
Regional AlphaBEST Office:	AlphaBEST Regional Director Name AlphaBEST Regional Director Phone Number and Email

[AlphaBEST state licensing specifics and licensing department contact information]

Program Calendar and Hours of Operations

School year Before and After School Programs will operate starting on the first day of school and continue until the last day of school.

Program hours will be:

Before and After School:

Full Day Extended Care:

Early Release Days:

* The program will be available during all **early release days** for an additional applicable fee.

AlphaBEST will offer full care day coverage on the following days: [Full Care Dates]	AlphaBEST Holiday Closures Include: [Holiday Dates]
2019-20 Program Rates:	Discounts:

Program Schedule of Fees

Weekly tuition is due by Monday for the current week. A child's account balance must be paid for them to attend the program. Payment for pre-paid punch passes, full care days and school break days are due at the time of enrollment in those programs.

Your Account Website: www.ezchildtrack/alphabest

Collection of Funds/Fees

Billing

- ☒ Tuition payments are due on Monday each week through the online payment system, or by certified check or money order at your AlphaBEST site. No personal checks will be accepted.
- ☒ If school is closed due to snow/inclement weather, a credit will be issued if your child was scheduled to attend that day.
- ☒ If your child is scheduled to attend on a day that school is not in session, a credit will be issued.
- ☒ Fees will not be applied on break weeks (unless your child signs up for break week care). Late fees will be applied on Thursday.
- ☒ Fees will not be adjusted or refunded for absences, early pick-ups, or unanticipated calendar changes.

Payments

- ☒ Payments can be made weekly, biweekly or monthly (in advance of the current month) by credit/debit card or bank draft.
- ☒ All payments are made online.
- ☒ Money orders can be used for payment at the site. Credit cards and checks will not be accepted at the site. Please login to your Parent Portal to make a payment.
- ☒ AlphaBEST offers the convenience of tuition auto-draft for families.
- ☒ Late payment procedures include the following:
 - o Late fees will be applied on Thursday.
 - o If payment is past due for two weeks, you will lose your child's space in the program and will be sent to collections.
 - o Inactive accounts are subject to a re-registration fee.

Punch Pass

The AlphaBEST Punch Pass offers the convenience of quality care based on your family's needs and schedule.

- ☒ A punch pass can only be used for the current school year. Any remaining days will be forfeited on the last day of school and cannot be carried over to the following school year.
- ☒ Four punch passes per family can be purchased in a school year.
- ☒ A punch passes can only be used (before or after school), if there is space in our program for regular school days.

- ☑ A punch pass cannot be used for early dismissal days, half days, or full day/week of care.
- ☑ A punch pass cannot be used in place of a two-week notice.
- ☑ Parents must call the site to check availability before arriving to the program. If the site is at capacity, the Site Director has the right to turn away the family.
- ☑ A punch is used per visit and not per day.
- ☑ Discounts cannot be applied to punch passes.

Program Registration and Eligibility

How to Register

All registrations must be completed online by creating an account at www.alphabest.org.

A child is considered enrolled and may attend an AlphaBEST program upon the following:

- Online registration is completed in full through EZ Child Track;
- A registration fee is received online during registration;
- Any additional paperwork is received by both the AlphaBEST local office and the program where the child(ren) will attend each day of attendance;
- All required child care licensing regulations have been satisfied through completion and receipt of forms, immunizations, photographs or other requirement in accordance with the state of enrollment/attendance;
- The Enrollment Form is signed under the Family Handbook Acknowledgement and the parent/guardian agrees to abide with the program policies and procedures; and
- Families with an outstanding balance from the previous school year will not be able to register for the new school year until their account balance is paid in full. If your AlphaBEST services were terminated during the school year, it will be at the discretion of AlphaBEST as to whether you can register for the new school year.

Your child may start attending AlphaBEST after enrollment is completed. You are responsible for paying the entire week's tuition regardless of what day of the week he/she starts attending.

Eligibility

AlphaBEST will not discriminate against children on the basis of gender, race, cultural heritage, political beliefs, religion, national origin, ancestry, creed, pregnancy, marital or parental status, homeless status, sexual orientation or physical, mental, emotional, or learning disability in its education programs or activities. AlphaBEST will serve all students eligible for its program if space is available, including students with special needs, specifically:

- Sites will not exclude children with disabilities from their programs unless their presence would pose a *direct threat* to the health or safety of themselves or others or require a *fundamental alteration* of the program in order for them to attend;
- Toilet training status will not be used as an eligibility requirement for enrollment;
- Sites will make *reasonable accommodations* to their policies and practices to integrate children with disabilities into their programs unless doing so would constitute a *fundamental alteration* of the program;
- Our leadership team will make an *individualized assessment* about whether a particular site can meet the particular needs of the child without fundamentally altering its program; and

- Children who pose a *direct threat* – a substantial risk of serious harm to the health and safety of themselves or to others – will not be permitted to remain in the program. Senior Administrative Staff will make this decision only after a consultation with the program manager, staff and parents has taken place.

This policy is intended to supplement but not replace any state and federal laws applicable to AlphaBEST's programs.

Serving Students with Special Needs

AlphaBEST will consider each student with a special need individually to determine if it can serve that student. AlphaBEST Education will consider all relevant factors in making its determination. These factors may include, but will not be limited to, the following:

- The student's ability to function in an environment of 45-60 students;
- The student's ability to function in a large gym and open playground;
- The student's ability to function with a staff to student ratio of 1:13;
- The student's need for individual supervision; and
- The student's health care needs.

Where appropriate, AlphaBEST will also consult with teachers, school administrators, previous childcare providers, and medical personnel as part of its consideration. Parents must provide written permission allowing the AlphaBEST Education representative to observe the student. At the conclusion of the consultations, the AlphaBEST administrator will discuss the recommendation with the student's parent(s) or guardian(s).

AlphaBEST will work with the parent to develop a written list of specific accommodations, if any, required to meet the needs of the child at the program. This may include any changes or modifications in the child's participation in regular program activities; the size of the group to which the child may be assigned (and the ratio); and any special equipment, materials, ramps, or aids needed to serve the child.

AlphaBEST will provide written notification within 30 days of the receipt of the authorized and requested information if the accommodations required to serve the child are not reasonable or would cause an undue burden to the program. This notification will include the reasons for the decision and information on how the parent may contact the Department to review AlphaBEST's decision.

AlphaBEST will work, with parental permission, with the local education agency, early intervention program, and/or other health service providers to contribute to the development and review of each child's program plan. AlphaBEST will also identify at least one educator to serve as the liaison for each child with a disability. This individual will be responsible for coordinating care in the program and with service providers and communicating with the child's parents, service providers, and educators.

Making Enrollment Changes

- Our student management system allows families to make changes to your child's program schedule online. In order to allow staff to allocate based on scheduled

attendance, AlphaBEST requires families to make schedule changes no less than 10 days in advance. Should schedule changes be made within 10 days, a \$25 fee will apply.

- Site Directors do not have access to make enrollment changes.
- Changes to your enrollment will begin the following school week.

Enrollment Withdrawal Instructions

- Provide written notice to the Area Manager or Customer Support (email is fine) or complete online at any time in the EZ Child Track Parent Portal.
- Provide this notice two weeks from the last day in the program.
- If two weeks notice is not provided, you may be required to pay for the time your child was not in attendance.
- If you wish to re-enroll your child at a future date, your account must be in good standing and you will need to complete the online enrollment process again to ensure there is availability.
- If you dis-enroll for any reason during the program, you will be charged a re-registration charge to enroll in the program again.
- If you choose to withdraw from the program due to quality concerns, please contact your Area Manager, Customer Service, or the Regional Director.

Re-Applying for Enrollment

Re-enrollment for the upcoming school year with AlphaBEST begins in the spring. Summer Program enrollment will begin mid-Winter. All accounts will receive an email notification with enrollment dates and notices will be posted at the school.

Program Features and Benefits

Our Philosophy

AlphaBEST has developed a unique afterschool program model that combines a safe, supervised environment necessary for working parents with an expanded learning curriculum to assist schools to meet their goals. The careful balance between relaxed, fun activities and engaging learning experiences is achieved through our curriculum developed by national subject experts and our careful training, selection and supervision of staff.

Designed to complement the regular school day, our extended day program fosters engaging, hands-on learning in a safe, familiar environment...your school!

Homework Component

The AlphaBEST Homework Zone provides time, space, materials, and support necessary to complete assigned homework each day in a quiet, relaxed atmosphere with limited distractions. Staff rotates through homework stations to provide assistance to students when necessary.

Structured Routine

BEFORE SCHOOL SCHEDULE

	Monday	Tuesday	Wednesday	Thursday	Friday
Block 1	Clubs, Homework Support & Reading				
Block 2	Fitness & Wellness	Character Education	Fitness & Wellness	Character Education	Fitness & Wellness

AFTER SCHOOL SCHEDULE

	Monday	Tuesday	Wednesday	Thursday	Friday
Block 1	Attendance, Snack & Recreation				
Block 2	Homework Support and/or Brain Games				
Block 3	Technology (STEM)	World Languages	Arts & Entertainment	Fitness & Wellness	Maker Space
Block 4	Extended Days & Special Interest Clubs Current Events and Service Learning				

Zone Programming

AlphaBEST's **InZone** program provides all students the opportunity to participate in activities offered in *the following learning zones*:



STEM

Fueled by America's demand for highly skilled STEM workers, this program includes learning experiences that prepare students to think critically, solve complex problems and drive advancements in science and technology.



Fitness and Wellness

We take a proactive approach to students' health! Our prevention-driven fitness and wellness program includes game play tactics and web-based support to keep students moving!



Arts and Entertainment

Through interactive plays, stories, and activities, students engage in the fundamentals of drama, storytelling, puppetry and more.



World Languages and Culture

In order to be globally competitive, today's students need expanded and varied communication skills. Our goal is to promote cultural literacy, acquisition of vocabulary and practical conversation skills through the exploration of culture and language.



Maker

Maker spaces "pop up" in all AlphaBEST schools, once per week. Our Zone instructors are certified in the proper delivery of the learning-through-making philosophies of the original Maker movement founders. Students respond to open-ended challenges and work with materials provided to solve each challenge in their own way.



Homework

The AlphaBEST Homework Zone provides time, space, materials, and support necessary to complete assigned homework each day in a quiet, relaxed atmosphere with limited distractions. Staff rotates through homework stations to provide assistance to students when necessary. Whenever possible, teachers are hired for this role.



Clubs

We put learning in the student's hands! InZONE Clubs allow students to choose an area of interest and explore it in a less structured approach. Rotated throughout the year, clubs are based on student choice and staff talents.

Parent Communication and Responsibilities

Methods of Communication

- Parent Information Board located at each site sign out table will contain all notices, schedules and site contact information.
- Email notifications will accompany most Parent Board postings.
- Account information and weekly billing are updated on each family's EZ Child Track account via the AlphaBEST Parent Portal. It is the parent/guardian's responsibility to check your account weekly for tuition balance and any late fees.
- Site Directors are available daily to communicate with parent/guardians regarding their student(s)' development.
- Progress reports will be provided for each student annually to provide families with written feedback on student development.
- Parents will be emailed a monthly newsletter highlighting curriculum for the upcoming and important information.
- Parents have the opportunity to visit the AlphaBEST any time their child is present without any formal request. We encourage all parental input and communication.
- If English is not the primary language of the parent/guardian, AlphaBEST will work with the school district to make accommodations for important parental notices.

Parental Responsibilities

- Notify both school and AlphaBEST of any absences.
- Make weekly tuition payments by each Monday. Late fees will be applied on Thursday. If payment is past due for two weeks, you will lose your child's space in the program and will be sent to collections. Payment plan options are available prior to receiving an outstanding balance.
- Update AlphaBEST with any documents throughout the year in order for AlphaBEST to maintain an accurate set of student records (voucher paperwork, accommodations/needs, medical paperwork, updated emergency contacts and approved pick up persons, etc.)
- Make sure to properly sign your child out of the program each day.
- Collaborate with the Site Director regarding accommodation discussions.
- For full care days, AlphaBEST will practice tooth brushing after meals. Parents must submit a request in writing if they do not wish for their student to participate.

Plan for Child Guidance

Student Behavior

- AlphaBEST uses a Positive Behavior Support model to set behavioral expectations and provide developmental guidance. AlphaBEST will not impose punishments or restrictions on students. Instead, choices will be offered to help guide behavior.
- Leadership and character education is implemented in the AlphaBEST program through designated student job responsibilities.
- A quiet area will be provided to students who may feel the need to act aggressively in frustration. This area will be in view of a supervising Zone Leader or Site Director.
- Students will play an active part in the discussion and setting of behavior expectations.

- AlphaBEST will provide guidance to children by:
 - ☑ Encouraging self-control and the use of self-control;
 - ☑ Helping children learn social, communication, and emotional regulation skills they can use in place of challenging behaviors;
 - ☑ Teaching children to use environmental modifications, activity modifications, adult or peer support, and other strategies to encourage appropriate behavior and prevent challenging behaviors;
 - ☑ Intervening quickly when children are physically aggressive with one another and helping them develop more positive strategies for resolving conflict;
 - ☑ Explaining rules and procedures and the reasons for them to children; and
 - ☑ Discussing behavior management techniques among staff to promote consistency.

AlphaBEST prohibits its employees from using the following practices:

- Spanking or other forms of corporal punishment;
- Severe punishment such as humiliation, shaming, neglect, verbal or physical abuse;
- Depriving children of outdoor time or food; forcing children to eat food or drink against their will; or in any other way using food as a consequence;
- Disciplining a child for soiling, wetting or not using the toilet; forcing a child to remain in soiled clothes or remain on the toilet;
- Confining a child to a space in lieu of supervision; and
- Giving excessive time-out. Time-Out may not exceed 1 minute for each year of the child's age and must be within the educator's view.

Plan to Avoid Suspension/Termination

The Area Manager will review all student applications which may indicate the risk of behavioral or social-emotional challenges. A mutually agreed upon Accommodation Plan will be created prior to the student's enrollment in the program.

If crucial information is withheld from a student application which prevents AlphaBEST from proactively setting up an Accommodation Plan a student's enrollment may be placed on hold until a meeting can be established to create such a plan.

Student Accommodation Plan

The Site Director, Curriculum Specialist, or Area Manager will:

- Observe the child. Note circumstances when behavior occurs (who s/he is with, time of day, area in which problem occurs and activity s/he is involved).
- Consider all aspects of child's life (changes in the home or at school, dealing with loss, new people joining the family, the absence of a familiar educator, witnessing or being a part of upsetting events, or not having consistent limits and schedules would all potentially impact a child's ability to cope with program space rules and routines).
- Staff and parents shall share observations and knowledge of child at home and at school to gain insight into child's behavior.
- Focusing on a specific behavior, parents and staff will prepare a clear message for the child that includes an action message describing the behavior desired.

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- Consequences for not following the expectations are also to be made clear. Rewards for meeting expectations may be considered but be cautious about using material rewards. Rather, focus on ways to create a feeling of pride or accomplishment in the child.
- Consider whether changes to the environment would be helpful. Accommodations may be changes to the room arrangement, more individual attention for the child, a shorter day or a shorter week. If time is required to make the necessary accommodations, it may be necessary to have the child stay out of the program until the accommodations are in place.
- If staff and/or parents feel that existing resources are inadequate to meet the child's needs, accessing additional support services will be explored including, but not limited to any of the following:
 - * mental health agency
 - * DCF to request support for family
 - * public schools for evaluation for special education needs
 - * Child Care resource and referral agency for information on other placements
- Keeping Accommodation Plans in mind, a progressive behavior plan will be implemented for reoccurring behaviors that may jeopardize a student's ability to remain in the AlphaBEST program.

Student Behavior Plan

The Site Director, Curriculum Specialist or Zone Leader will:

- Discuss the behavior with the child to make sure he or she understands which specific actions are not acceptable. The witnessing staff member will document the incident and discuss it with the parent upon pick up. For severe incidents, a parent may be called immediately.
- If the behavior reoccurred on a separate day, the parent will be contacted to set up a meeting to review the Accommodations Plan for the student.
- AlphaBEST will suggest other options to avoid termination or suspension such as:
 - ☒ offering referrals to parents for evaluation, diagnostic or therapeutic services;
 - ☒ pursuing options for supportive services to the program, including consultation and educator training; and
 - ☒ developing an Accommodation Plan for behavioral intervention at home and in the program.

In some instances, it is necessary to terminate service for a student immediately or prior to the completion of the steps mentioned above due to their nature. Some examples many include, but are not limited to:

- Intentional destruction of school or AlphaBEST property;
- Acts of intentional aggression against another student or staff member;
- Acts of inappropriate touching of another student or staff member;
- Aggressive language, threats or discussion of violence towards another students or staff member (includes statements by parents as well);
- Frequently, picked up late by parent (3 times in 2 months); and
- Absent from program for 2 weeks without notice or failure to pay for two weeks without communicating the need for a payment plan prior to being delinquent in payment.

Referral Policy

AlphaBEST employees with direct care positions will have responsibility for observation and

documentation of any concerns of a child. These include but are not limited to:

*Educational Delays *Vision *Gross Motor *Emotional *Hearing *Economic *Physical
*Speech *Behavior *Dental *Fine Motor *Social

If staff has a specific concern about a child's behavioral and/or social adjustment, the staff member will request an observation form from the Site Director. The behaviors will be observed, recorded, and reviewed before an outside of AlphaBEST referral is recommended. The Area Manager, in conjunction with the school's guidance counselor, will refer parents to appropriate social, mental health, educational and medical services for their child should s/he feel that an assessment for such additional services could benefit the child.

A parent meeting will be set up to discuss the program's concerns and the reason for an outside of AlphaBEST referral. The Site Director will then provide the parent with a written statement including the reason for the recommendation of the referral for additional services, a summary of the program's observations related to the referral, and any efforts the program may have made to accommodate the child's needs. The program will offer assistance to the parent in making the referral and shall have written parental consent before any contact is made.

The program will maintain a written record of any referrals, including conferences with parents as well as the results.

Child Protection and Mandated Reporting

Federal and state laws require that AlphaBEST employees report suspected cases of child abuse or neglect by contacting [department contact information]. This information is to be held confidential between the employee and the contact at the agency. This includes the reporting of parents and guardians who appear to be impaired by drugs or alcohol.

- Abuse is defined as [state statute definition]
- Neglect is defined as [state statute definition]
- Physical injury is defined as [state statute definition]
- Emotional injury is defined as [state statute definition]

Procedures for Reporting Abuse or Neglect

1. [state reporting procedures]

Procedures for Reporting Abuse or Neglect Involving an AlphaBEST Employee

1. [AlphaBEST and state reporting procedures]

Health Care Policy and Information

Emergency Contact Numbers	
Police Department	911
Fire Department	911

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Poison Control	611
Ambulance	911
[State reporting authority]	[phone number]
Local Health Department	[phone number]
AlphaBEST Regional Director	[phone number]

Local Hospital Contact Information
[local hospital name]
[local hospital address]
[local hospital phone number]

Plan for Medical Emergencies (Onsite)

1. AlphaBEST request parents notify staff of any known allergies for each child enrolled. Staff will have access to a list of all children with allergies through our child care software. Every step will be taken to ensure children do not encounter the known allergen. This includes making sure that supplies used by the site are free of the allergen and that children are not sitting with students that are eating known allergens. An allergy/medical condition list will be posted as well.
2. In the case of a medical emergency (such as an allergic reaction, serious fall or cut, seizure, serious illness, etc.), an AlphaBEST staff member trained in first aid will begin administration of necessary emergency first aid while the other staff member(s) attend to the needs of the other children in care, removing them from the scene of the incident if possible.
3. A staff member who is not assisting with the child involved in the serious medical emergency will call 911 for assistance when immediately necessary, and will then call the AlphaBEST main office to alert AlphaBEST Administration of the emergency. It will then be determined if it is more appropriate for the AlphaBEST Administrator or the staff on scene to contact the child's parent/guardian to alert them that 911 has been called. Staff riding with the child involved in an emergency medical situation will bring with them all pertinent paperwork and medication, including such items as the child's file which includes permission forms, and any medication or medical paperwork which is on file at the AlphaBEST site for that child.
4. For non-911 emergencies, the Site Director will consult with the guardian first (such as in the case of a broken toe or tooth or cut which might require stitches), the AlphaBEST site staff who is not assisting the child will attempt to contact the parent/guardian to consult and request immediate pick-up for transportation of the child for treatment. The staff member will then call the AlphaBEST Regional Director.
5. In the event that a parent/guardian cannot be reached, all emergency contacts will be called in order of how they are listed in the child's paperwork. If a parent/guardian or emergency contact cannot be reached for a child, the AlphaBEST Administrator on duty will devise a plan of action. If transportation to a hospital or medical facility is deemed necessary for the child, a member of the AlphaBEST staff will serve as the child's guardian until the parent/guardian or an emergency contact can be reached and can join the child. If it is determined that the child needs treatment, 911 will be called for ambulance transportation to treatment.
6. AlphaBEST staff will never transport a child in their personal vehicle for medical treatment.
7. Once the child is treated and resting, all necessary reports will be completed. Copies will be logged and filed, provided to the parent/guardian, and filed with the [applicable state department] as soon as possible and not later than three business days after the injury.

Plan for Medical Emergencies (off-site; while on a field trip)

1. As a preventative measure, prior to the departure of a field trip from any AlphaBEST site location, the AlphaBEST Program Directors or Site Director in charge will determine appropriate guidelines to be followed during the field trip to ensure continuity and safety of the children including:
 - a. A plan to bring all emergency information for children including medications and necessary medication paperwork, permission slips and emergency forms which will include emergency contact information for the child's parent/guardians and other emergency contacts. Also, at least one travel first aid kit will be fully stocked and brought on the trip.
 - b. A plan to ensure that children will be protected against heat, cold, and sun injury will be devised.
 - c. On the field trip, AlphaBEST staff will review the location of emergency services (such as life guard stations, telephone locations, first aid stations), and will have access to a working cell phone. When groups will be traveling separately, whenever it is possible, at least two staff will travel together with a group of children at the field trip location and walkie-talkie communication will be utilized for communicating between all staff.
 - d. One trip leader per bus will confirm that all students are accounted for prior to departing and will ensure that all students are off the bus after each destination.
 - e. Transportation logs will be completed in accordance with [state licensing] regulations.
2. If an accident or acute illness occurs with a child while any AlphaBEST program is on a field trip, the staff in charge will assess the situation, give first aid as needed, and will then determine if it is most appropriate to contact 911, the AlphaBEST administrator or child's parent/guardian first. Other staff members who are available on the trip will assist the staff member who is administering first aid by assisting children who are not involved in the emergency and alerting other program staff or administrators about the emergency.
3. Depending on the location of the trip it will be determined by the AlphaBEST staff in charge if the urgency of the situation necessitates ambulance transportation, or if staff can wait with the child for a parent/guardian to arrive at the location to transport the child.
4. Whenever possible two staff members will wait with the child until emergency transportation arrives. In the event that ambulance transportation is necessary, at least one staff member will accompany the child to the hospital and will serve as that child's guardian until the parent/guardian or an appointed emergency contact can join the child. Staff riding with the child involved in an emergency medical situation will bring with them all pertinent paperwork and medication, including such items as the child's emergency form, permission forms, and any medication or medical paperwork for that child.
5. In the event that a parent/guardian cannot be reached, all emergency contacts will be called in order of how they are listed in the child's paperwork. Additional attempts to reach the parent/guardian may be made. If a parent/guardian or emergency contact cannot be reached for a child, the AlphaBEST Administrator on duty will devise a plan of action. If transportation to a hospital or medical facility is deemed necessary for the child, a member of the AlphaBEST staff will serve as the child's guardian until the parent/guardian or an emergency contact can be reached and can join the child.
6. Other staff member(s) will attend to the needs of the other children in care on the field trip, removing them from the scene of the incident if possible. AlphaBEST staff members are

- trained to respond in a reasonable, reassuring and calm manner.
7. Once the child is treated, all necessary reports will be completed. Copies will be logged and filed, provided to the parent/guardian, and filed with the [applicable state department] as soon as possible and not later than three business days after the injury.

Plan for Care of Students with Mild Illness or Injury

1. Prior to registration, a parent/guardian must confirm that documentation of a physical exam (within one year), immunization records (in accordance with the [applicable state department]), and lead screening is on file at the child's school. Annual dental screenings are recommended for all children.
2. It is required that AlphaBEST has up-to-date emergency forms on file for each child. AlphaBEST must have an accurate phone number(s) where guardians can be reached, as well as information for three (3) emergency contacts. If there is a move, change of phone numbers, job change, or any other changes that would affect the program's ability to contact the parent/guardian or an emergency contact; it is the responsibility of the parent/guardian to notify the program immediately. Forms and permission slips must be updated every year and are only valid for one year from the date of signature. Failure to provide up-to-date information, such as working telephone numbers or emergency contacts, required forms, medication information, or failure to provide required non-expired medication may result in suspension of child care services or termination of child care services.
3. AlphaBEST must be informed by a parent/guardian if a child has any medical condition or chronic condition that could cause difficulties (including past surgeries or bone breaks, allergies or any chronic or life-threatening conditions or allergies) in order to best handle any emergencies that could arise. It is essential that all medical information is kept up-to-date. Failure to disclose pertinent information or keep information or medications up-to-date could result in suspension of or termination of child care services.
4. Children who become mildly ill or injured during program hours will receive appropriate care from an AlphaBEST staff member who is trained in first aid. Our basic means of treatment for mild injuries are cleaning cuts, bandaging, and applying cold compresses. Our basic treatment for mild illness is to consult with the child about symptoms, take the child's temperature and then to allow for rest on a mat. Any child who is mildly ill or injured will continue to have their needs met with regard to food, drink, rest, play materials, comfort, appropriate levels of activity and supervision. Children who are mildly ill or injured will be continually monitored by the staff members in charge and are allowed to remain in care.
5. Symptoms of mild illness may include headache, fever that is under 100°F, belly ache or body aches, mild cough or congestion, ear ache, sore throat without fever, mild diarrhea, and lethargy. Mild injuries might include: small cuts or scrapes, bumps or bruises, nose bleeds, loose or lost baby tooth, or injuries resulting from small falls.
6. If any child in care complains of illness or injury for more than 15 minutes, AlphaBEST staff will consider this persistent and a parent/guardian will be called for consultation and to possibly speak with their child. In our experience, children who are not able or willing to participate in normal activity should be picked-up from the program as soon as the parent/guardian or emergency contacts are able. Children who are exhibiting symptoms that are slightly more than mild will be monitored and kept comfortable by AlphaBEST staff until the pick-up person arrives.
7. If a child becomes more seriously ill, vomits, has a high fever or cannot be soothed by program

Zone Leaders due to illness or injury, a parent/guardian or emergency contact will be notified, and pick-up from the program will be required. We will keep the child comfortable and away from other children (in case the illness is communicable) until the necessary pick-up arrangements are made.

8. All children who receive any type of first aid care will receive an INJURY/ILLNESS REPORT form, which will be completed by AlphaBEST staff and presented to the pick-up person for signature. The parent/guardian will always be notified verbally of the injury/illness at pick-up and whenever possible a copy of the report will be provided when it is signed at pick-up. However, the form may be provided up to 48 hours after the injury/illness. Additional copies of the report will be logged in the programs central log book and retained in the child's file.
9. It is the practice of AlphaBEST After School Child Care staff to notify a parent/guardian any time a child's injury involves any part of the child's head, neck or back. At the time of notification, it will be stated if the injury was mild or more severe. This precaution is in addition to the INJURY/ILLNESS REPORT form and is in place to ensure timely notification of this type of injury to the parent/guardian.
10. If a child is ill with a fever of 102°F or above, is vomiting, has a communicable illness or has an illness noted in the chart below, the parent/guardian is required to keep him/her out of care for the recommended amount of time as indicated in the chart below. If a child experiences a fever of 102°F or higher or is vomiting while in care, immediate pick-up by a parent/guardian or their representative will be necessary.
11. If any child or program staff member is known to have any type of communicable illness or condition (such as lice), it is the responsibility of the parent/guardian to notify a AlphaBEST staff by calling the child's program site or calling the AlphaBEST main office. When a report of communicable illness is noted at a child's program site, parents/guardians will be notified via e-mail and/or letter distributed at sign-out. Failure to report communicable illness can result in the unnecessary spread of illness to program children and staff, as well as their families. ALWAYS REPORT COMMUNICABLE ILLNESS!

AlphaBEST Supplemental Insurance

AlphaBEST secures supplementary insurance coverage to families for injuries that occur during the program. Our insurance policy is able to alleviate some of the burden off of the parent in the event of an incident. Parents may contact AlphaBEST at info@alphabest.org to request documentation to submit a claim. Insurance claim forms must be submitted to our supplemental insurance company and a copy must forwarded to our benefits administrator (dbobbitt@alphabest.org) within 90 days of the date of the incident. All claims will be processed and paid by the insurance company if a payment is due.

Communicable Illnesses Chart

DIAGNOSED ILLNESS OR SYMPTOMS	CHILD CANNOT RETURN TO THE PROGRAM UNTIL...
Fever above 102°F	Keep home for 24 hrs. Fever must be under 102°F without use of fever reducing meds.
Vomiting more than 2 times per hour	No vomiting for 12 hours

DIAGNOSED ILLNESS OR SYMPTOMS	CHILD CANNOT RETURN TO THE PROGRAM UNTIL...
Infectious diarrhea: Giardia, Shigella, Salmonella,	On medications & must have a doctor's note to return to child care.
MRSA	On medications & must have a doctor's note to return to child care.
Meningitis	On medications & must have a doctor's note to return to child care.
Conjunctivitis	On antibiotic for 48 hrs.
Strep Throat	On antibiotic for 24 hrs.
Scarlet Fever	On antibiotic for 24 hrs.
FLU	At least 24 hrs. after the fever is gone
Pneumonia	On medication for 24 hrs.
Ear Infection with fever & pain	Can return to care as long as fever is under 102°F for at least 24 hrs.
Impetigo	On medication for 24 hrs.
Chicken Pox	All blisters are crusted and dry, (approximately 1 week)
Head Lice (pediculosis)	Return after complete treatment and removal of nits. Must be completely nit & lice free.
Scabies	Treatment has begun
Pinworms	Feeling well enough to return
Ringworm	Treatment has begun
Herpes Simplex	Sores have completed crusted over or can be covered
Mononucleosis	Contagious period has passed and feeling well enough to return
Fifth's Disease	Contagious period has passed and feeling well enough to return
Viral Croup	Contagious period has passed and feeling well enough to return
Coxsackie Virus (Hand, Foot & Mouth)	Contagious period has passed and feeling well enough to return

DIAGNOSED ILLNESS OR SYMPTOMS	CHILD CANNOT RETURN TO THE PROGRAM UNTIL...
Pertussis (Whooping Cough)	Contagious period has passed, on medications and feeling well enough to return
Vaccine Preventable: Measles, Mumps, Rubella Diphtheria/Tetanus HIB Disease Hepatitis B	Contagious period has passed and feeling well enough to return

Plan for Administering Prescription and Non-Prescription Medication

1. No medication or topical cream can be administered to a child without a completed written consent form from the parent/guardian and in some cases the child's licensed health care practitioner.
2. All medication administered to a child, including but not limited to oral and topical medications of any kind, either prescription or non-prescription, must be provided by the child's parent/guardian.
3. All AlphaBEST staff members will be trained annually in procedures for administering medication, including training in the "5 Rights of Medication Administration", and "The common side effects, adverse reactions, and interactions of various medications commonly administered to children."
4. All medication must be provided as prescribed, in the container in which they were originally dispensed, with the original label, the name of the drug, the directions for its use, and the child's name clearly affixed.
5. Both the medication and the prescription label must be non-expired in order for the medication to be acceptable for use at the program.
6. AlphaBEST staff cannot administer any medication contrary to the directions on the original container unless so authorized in writing by the child's licensed health care practitioner.
7. Any medications without clear instructions on the container will be administered by AlphaBEST staff in accordance with a written physician or pharmacist's descriptive order.
8. Unless otherwise specified in a child's individual health care plan, the AlphaBEST staff must store all medications out of reach of children and under proper conditions for sanitation, preservation, security, and safety during the time that the children are in care and during the transportation of children or off-site activities of the program.
 - a) Medications found in the US-DEA Schedule II-V must be kept in a secured and locked place at all times when not being accessed by an authorized individual.
 - b) Prescription medication requiring refrigeration shall be stored in a way that is inaccessible to children in a refrigerator maintained at temperatures between 38°F - 42°F.
9. Emergency medications, such as Epi-pen auto-injectors, must be immediately available for use as needed but stored so that they are not accessible to children in care.
10. When possible, all unused medication will be returned to the parent/guardian when a child is no longer enrolled in care or no longer needs the medication, or the medication becomes expired. This return will be documented in the child's file. If returning medication to the parent/guardian is not an option, the medication will be destroyed or disposed of properly by AlphaBEST administration in accordance with the practices of the [applicable state department] under the guidance of the police department.

11. Over-the-counter (non-prescription) medications can be administered with a completed written consent form, as well as a note from the child's licensed health care practitioner authorizing the use of such medications, but must be in the original manufacturer's packaging with directions for use that are consistent with those provided by the licensed health care practitioner's authorization.
12. Whenever a medication requires a measuring device, the appropriate device must be supplied by the parent/guardian and labeled with the child's name.
13. No AlphaBEST staff shall administer the first dose of any medication to a child, except under extraordinary circumstances (such as anaphylactic shock) and only with the consent of the parent/guardian.
14. Each time a medication is administered, the AlphaBEST staff must document in the child's record the name of the medication, the dosage, the time and method of administration, and who administered the medication. Parents/guardians will also always be notified by AlphaBEST staff when any medication has been administered.
15. [Additional applicable state department regulation(s)]
16. All medications must be administered in accordance with the consent and documentation requirements listed on the next page:

Regulation Number and Type of Medication	Written Parental Consent Req'd	Health care Practitioner Authorization Req'd	Logging Req'd
7.11(2)(l)1 All Prescription	Yes	Yes. Must be in original container with original label containing the name of the child affixed.	Yes, including name of child, dosage, date, time, & staff signature. Missed doses must also be noted along with the reason(s) why the dose was missed.
7.11(2)(l)2 Oral Non-Prescription	Yes, renewed weekly with dosage, times, days and purpose	Yes. Must be in original container with original label containing the name of the child affixed	Yes, including name of child, dosage, date, time, & staff signature. Missed doses must also be noted along with the reason(s) why the dose was missed.
7.11(2)(l)3 Unanticipated Non-Prescription for Mild Symptoms (e.g. Acetaminophen, ibuprofen, antihistamines)	Yes, renewed annually	Yes. Must be in original container with original label containing the name of the child affixed	Yes, including name of child, dosage, date, time, & staff signature

7.11(2)(l)4 Topical, non-Prescription (when applied to open wounds or broken skin)	Yes, renewed annually	Yes. Must be in original container with original label containing the name of the child affixed	Yes, including name of child, dosage, date, time, & staff signature.
7.11(2)(l)5 Topical, non-Prescription (not applied to open wounds or broken skin)	Yes, renewed annually	No. Items not applied to open wounds or broken skin may be supplied by program with notification to parents of such, or parents may send in preferred brands of such items for their own child(ren)'s use.	No for items not applied to open wounds or broken skin.

MEDICATION FORMS

Parents must fill out these forms giving AlphaBEST Education authorization to give a child medicine.

Temporary Administration (10 days or less)

AUTHORIZATION TO ADMINISTER MEDICATION:

<https://www.alphabest.org/wp-content/uploads/2018/08/Medication-and-Individual-Health-Plan.pdf>

* Complete the top portion of this form for each medication.

* If a new prescription is given or the 10 days expires, the parent will need to complete another form.

Long Term Authorization (more than 10 Days)

AUTHORIZATION TO ADMINISTER MEDICATION:

<https://www.alphabest.org/wp-content/uploads/2018/08/Medication-and-Individual-Health-Plan.pdf>

* The prescribing physician needs to complete the bottom portion of this form for administration longer than 10 days.

* This form must be accompanied by an "Individualized Health Care Plan Form"

<https://www.alphabest.org/wp-content/uploads/2018/08/Medication-and-Individual-Health-Plan.pdf>

Staff accepting medication from parents must review the authorization forms to ensure that it is completed correctly and signed. Staff must ensure that medication is secured in the locked box. The Site Director will implement a medication dispersal system using administrative staff or designated trained staff. Staff will be evaluated annually on their ability to follow the administration of medication procedures.

Plan for Individual Health Care Plans (IHCP's)

AlphaBEST must maintain, as part of a child's record, an IHCP for each child with a chronic medical condition which has been diagnosed by a licensed health care provider. An IHCP ensures

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that a child with a chronic medical condition receives health care services he or she may need while attending AlphaBEST.

AlphaBEST must develop an IHCP in collaboration with the parents/guardians, AlphaBEST staff and the child's licensed health care practitioner, who must authorize the IHCP. IHCP forms have been developed by AlphaBEST for this purpose and will be provided either at the time of registration or when a chronic medical condition is noted.

The IHCP must include the following:

- description of the chronic condition which has been diagnosed by a licensed health care practitioner;
- description of the symptoms of the condition;
- outline of any medical treatment that may be necessary while the child is in care;
- description of the potential side effects of the treatment; and
- outline of the potential consequences to the child's health if the treatment is not administered.

AlphaBEST staff must have successfully completed training relative to a child's IHCP. This training must be given by the child's health care practitioner or, with the child's health care practitioner's written consent, by the child's parent or AlphaBEST's health care consultant. The training must specifically address the child's medical condition, medication, and other treatment needs. Some examples of an IHCP would include children with asthmatic conditions, allergic reactions, ADHD, or diabetic conditions.

In addition to the plan for administering prescription and non-prescription medications highlighted above, when children with an IHCP need to receive any unanticipated administration of medication (such as Benadryl or Epi-pens), the AlphaBEST staff will make reasonable attempts to contact the parent/guardian prior to administering such medication or beginning unanticipated treatment, or, if the parent/guardian cannot be reached in advance, as soon as possible after such medication or treatment is provided.

Written parental and licensed health care practitioner authorization shall be valid for one year, unless withdrawn sooner and must be renewed annually, or when the child's condition changes, in order for the administration of medication and/or treatment to continue. Failure to fully comply with this requirement of care may result in the suspension of child care services until the paperwork is complete or termination from care if the parent/guardian will not comply with this licensing requirement.

Plan for Serving Children with Disabilities

AlphaBEST welcomes children of all abilities and medical needs to participate in our programs. Care for all children shall ensure that all health requirements for individual children are met. AlphaBEST will not discriminate based on mental or physical limitations, toilet training status, or any disability.

While AlphaBEST has highly supportive staff, the program is unable to provide individual aids to children. We will welcome aids provided by school district or by parents/guardians.

Program Arrival, Departure and Transitions

Utilizing effective transitions in the program helps group leaders to minimize disruptions and behavior problems, maximize engagement, and maintain optimal learning conditions during instructional times.

The following are listing of transition times that occur in the program:

+

- Morning arrival into the program and dismissal to the classroom
- Gathering for circle or meeting time
- Cleaning up
- Snack Time
- Zone time/HW time
- Lining up to go to different places/locations
- Settling down for a group activity
- Changing groups or activities
- Getting student's attention
- Ending the day/going to sign out

To ensure that children understand the transitional practices put in place in our programs the Group Leaders will:

- Give consistent visual or auditory signals and verbal cues to alert children that a period of transition is coming;
- Teach children how to make effective transitions between activities to promote independence in coping with changes in their environments;
- Model the appropriate way for children to make a transition between activities;
- Circulate among children during transition times, to attend to individual children's needs and questions, help them prepare for the next task, and quell any minor disruptions before they escalate;
- Provide incentives or other reinforcers to children for making successful transitions from one activity or setting to another (PBS STARS); and
- Use a consistent transitional signal across the program that is taught and practiced in the group daily.

Transportation Plan

1. AlphaBEST does not provide transportation or arrange for transportation to or from the program.
2. **Children walking to the Program within the same school:** It is recommended that classroom teachers bring kindergarten and grade one children to the AlphaBEST site. A parent/guardian must speak with their school to make these arrangements. Children in grades two and up may walk to the area independently and unsupervised. AlphaBEST is not responsible for a child until they arrive at the program. Children remain the responsibility of the school until they arrive at the AlphaBEST School Age Program.
3. **Program Drop Off:** Parents/guardians are responsible for transporting children on all full days and during the vacation weeks. A parent/guardian must walk a child into the program site if signing-in and will enter the program to sign-out a child at pick-up time. AlphaBEST is

responsible for the child after they have been signed into care, and until the time that they are signed out of care.

4. **Program Pick Up:** Children must be picked up by an adult who is eighteen years of age or older and signed out by 5:45pm each day. It is the responsibility of program staff to make sure that children depart from care safely. Therefore, all pick-up persons listed on a child's file (including parents or guardians and emergency contacts, babysitters or another child's parent) MUST be prepared to show proper identification to program staff. The following forms of ID will be allowed: Driver's License, Passport, and State Issued ID Card. Additionally, at the discretion of the AlphaBEST site staff, a child will not be released to a pick-up person who they feel cannot safely supervise the child upon program departure (such as a pick-up person who arrived intoxicated or displays potentially dangerous or harmful or aggressive behavior). AlphaBEST relinquishes responsibility of the child in care as soon as they are signed out by a parent or guardian at pick-up.
5. **Siblings:** Older brothers and sisters who are at least 16 years old will be allowed to pick up their younger brothers and sisters from the site. They may not pick up friends, neighbors, cousins, nieces, or nephews. The sibling must produce a valid Photo ID for the staff before the child can leave the site. The following forms of ID will be allowed: Driver's License, Passport, State Issued ID Card, and if the sibling picking up has their birth certificate on record at AlphaBEST, a valid High School ID Card. Siblings under the age of 16 will not be allowed to pick up a child enrolled in After School Child Care. We regret any inconvenience this may cause, but feel it to be in the best interests of the children to observe these limits.

Visitation by Parent/Guardian

A custodial parent shall be admitted to their child's before or after school program for visitation purposes. Such right of admission shall apply only while the child is in the program. Input from and communication with parents is encouraged.

Applicable Fees

Insufficient Funds (NSF)

A \$25.00 fee will be charged for any payment that is returned unpaid by your bank or credit/debit card company for any reason. This fee will be the maximum allowable fee in accordance with the state of enrollment and attendance. This fee will be added to the balance due.

Late Pick-up Fee

We will work with all families in order to facilitate their needs and understand that, on occasion, families may arrive to the program late due to unforeseen delays. We understand and appreciate your call before closing to let us know. In the event of late pickup, the fee is \$1.00 per minute, per child.

While we understand that this does occur, this becomes an issue when families take advantage and consistently pick-up late. Three or more incidents within a 60-day period may result in termination. We ask that all parents have an authorized "back-up" person to pick your child up on time. Please speak to your Site Manager to add any authorized pick-ups to your child's file.

Witness Fees

Payment of the following minimum fees is required for all civil subpoena, court order, and warrant requests. Each time we are called as witnesses in a civil case, it is understood that we are being called as professionals. If either parent/guardian subpoenas a staff member as a witness, that parent will be required to pay a fee of \$250.00 per appearance per employee. This helps to defer the cost of compliance to AlphaBEST, such as the expense of additional staff needed at the center and salary for the employee being called to court. Cancellation must be reported to the center in writing by the issuing party and received no later than 1 business day prior to the scheduled court appearance in order to qualify for a refund of the appearance fee. In addition, AlphaBEST reserves the right to charge a document retrieval fee of \$0.25 per page for all copies of children's records or files.

Schedule Change Fee

Our student management system allows families to make changes to your child's program schedule online. In order to allow staff to allocate based on scheduled attendance, AlphaBEST requires families to make schedule changes no less than 10 days in advance. Should schedule changes be made within 10 days, a \$25 fee will apply.

Emergency Response Plans

Plan for Missing Student(s)

Please contact your AlphaBEST site if your child will be absent. When a student is absent from AlphaBEST during the end-of-school-day transition, the site staff will take the following steps to locate the child:

1. Review the attendance to confirm the listed child is scheduled;
2. Review the school absent report, and/or dismissal report;
3. Contact the school office to page the student;
4. Try to contact the student's teacher with help from the school office;
5. Contact the bus with help from the school office; and
6. Contact parent on all phone numbers listed followed by emergency contacts if parents cannot be reached.

No activities should begin until the student has been located either visually or verbally by the parent, school or AlphaBEST office. If all steps are taken, and the student has not been located, you must notify the Area Manager who will confirm that all steps were taken and inform the police.

When a child is missing at the program site/not at the start of the program day (such as during a regular head count for at transition within the program) the following steps will be taken by AlphaBEST staff:

- Be sure that the head count is correct with the number of children in attendance, ask a fellow staff member to confirm the count;
- Identify which child is missing. Do a face-to-name attendance for all students. All activities should be put on hold while roll call is confirmed;
- Communicate with ALL staff members that a child is missing and share that child's name, grade/age, and physical description. Designate staff to stay with children and staff to search for the child. Depending on the location the student was last seen staff should check all areas that the child might be (e.g., check around the school building, behind outdoor

structures, inside all bathrooms and classrooms close to the program location, the child's own classroom, etc.);

- Check the site's sign-out list to make sure that the parent/guardian has not picked-up;
- Check to make sure that the child is not in an outside agencies group (ex: REC or CCD). If it is early in the afternoon, check with the main office of the school.;
- Quickly contact the AlphaBEST main office to make the Area Manager aware. At this point, AlphaBEST staff will notify the police immediately if the child cannot be located;
- Contact the parent to explain the situation and to see if the parent can account for the child. Also, if AlphaBEST knows of someone who might know the whereabouts of the child, staff will contact that person (e.g., someone who might have picked-up without signing out – grandparent, etc.); and
- Continue looking for the child; the Area Manager should arrive very shortly to help with the situation.

AlphaBEST School Break Programs Missing Child Procedures

- If a child does not show up for the program by 9:30 am and the guardian has not notified the program of absence:
 - Check the sign-in log to make sure the child was not signed-in for the day.
 - If the child was signed-in, but the child cannot be located at the site follow the procedure below.
 - Make sure that the site's voicemail has been checked for the day.
 - Call AlphaBEST main office to make sure that absence notification was not received there, and to make the main office administrators aware of the situation. Check the main office voicemail if no one is available at main office.
 - Contact a parent/guardian to confirm absence (try both parents if one cannot be reached). Call home, work, cell (all #'s) for one parent before contacting the other.
 - When AlphaBEST staff reach the parents/guardians, they will let the Area Manager know if the child is absent or if they were unable to reach the parent/guardian and had to leave a message.
 - The Area Manager will continue calling emergency contacts until someone can be reached to account for the child.

If a child is missing from the after-school vacation program or while on a field trip:

- Communicate with ALL staff members to make sure that they are not aware of the child's location;
- Check the child's group sign out list to make sure that the parent/guardian has not picked up with another staff member without your knowledge;
- Depending on the location of the group at the time the child is observed to be missing, check all areas that the child might be (examples: check around the school building, behind outdoor structures or playgrounds, inside all bathrooms and classrooms close to your location, the stage area, kitchen, vacation program office, gym, stairway to gym, locker room, etc. On field trip check immediate vicinity and the last place that you were);
- Contact the Area Manager if on-site to make them aware of the situation and to see if they have seen the child during the day. (e.g., Did the Site Director release the child to a parent/guardian from the Summer Program office after illness without notifying the team

leader?);

- Do an “all call” over walkie-talkies (summer program) announcing “Locate: child’s name, IMMEDIATELY.” If anyone knows whereabouts of child, announce over walkie talkie.
- Have all children sit quietly while you do a full face to name TEAM attendance;
- Quickly contact an Area Manager or the AlphaBEST Regional office to make aware, and so that a program director can head to the site if not already on-site. At this point, AlphaBEST staff will contact police immediately if child cannot be located;
- Do an ALL PROGRAM attendance;
- If available, notify the field trip location and ask their staff to help. Have the field trip location do an announcement for the child to meet at an obvious location;
- Contact the parent/guardian to explain the situation and to see if the parent/guardian can account for the child; and
- Continue looking for the child without alarming other children.

Emergency Contingency Plan

In order to keep our program participants safe, and to comply with strict EEC licensing regulations, AlphaBEST After School has the following plan for emergencies:

1. AlphaBEST Site Directors will plan and execute at least one emergency evacuation drill monthly, which will be scheduled to allow each participant to practice the plan at least once a month (which will require multiple monthly drills). Drills will be conducted from various care locations (i.e. from the classroom, from the gym, from the cafeteria, etc.) and in various weather conditions. Guardians and children will not receive advanced notice of drills. Zone Leaders will record the drills in a manner that fulfills licensing requirements.
2. AlphaBEST will adopt the School’s procedures for “shelter in place”, if necessary, during the program day. AlphaBEST staff may practice procedures for sheltering in place.
3. AlphaBEST staff will ensure that all medications and a first aid kit are brought with the program whenever leaving the building.
4. All exits to outdoors in all program-utilized spaces will have posted emergency escape routes and procedures. Each program site will have an emergency meeting location, and a plan for utilizing alternative program space (see below), should the licensed space become unfit for child care services.
5. All Site Directors shall have one method for recording attendance during emergencies which will also have emergency contact information for each child enrolled, in the event that parents/guardians must be notified of an emergency. Should this occur, the Site Director will make every effort to contact the AlphaBEST main office staff who will then work to contact guardians while the site staff monitors the children in care.
6. AlphaBEST Zone Leaders shall receive emergency preparedness training and instruction in handling potential emergencies in a calm, safe and appropriate manner for children in care. Staff will be trained in communicating emergencies in an efficient and appropriate manner to the proper authorities, AlphaBEST administration, and parents/guardians. In the event that authorities need to be contacted, AlphaBEST administration will contact the authorities, while site staff monitor children in care.
7. In the event of a loss of power, heat, water or other unforeseen emergency at the program site, the situation will be assessed through communication from the Site Director to the building custodian, and then the Program Administrator. If necessary, the Program

Administrator will contact the Police or Fire Department or utility provider to gain information about the scope of the emergency. Every attempt will be made to remain open, as long as safe conditions can be met including adequate heat and clean water. A decision will then be made on a case by case basis how to address the emergency. In some instances, it may become necessary for the program to be closed due to the emergency. In this circumstance, program families will be contacted via telephone and e-mail until it is certain that all families are informed, and children will be supervised by staff until the guardian or an emergency contact can retrieve the child early due to emergency closing.

8. If a parent/guardian is not able to reach the site staff by telephone using the site's main phone number, the parent/guardian can call the AlphaBEST main office to get assistance in contacting the site staff.

Plan for Emergency Relocation

1. If the building (site location) ever becomes unsafe, the children will be taken out of the building in the same fashion practiced in emergency drills, accounting for attendance as children are exiting the building. The staff will take the children out of the building following the school-posted designated evacuation routes, and the Site Director on duty will be the person responsible for making sure every child is safely out of the building before the Site Director exits the building. This "sweep" of program space will be practiced with normal emergency evacuation drills. AlphaBEST staff will follow the missing child procedure (see below) if every child is not accounted for immediately upon exiting the building.
2. Once the children are out of the building, each of the program sites will take the group to the following places by walking under direct staff supervision.
3. If it is ever possible to provide bus transportation in the event of an emergency, AlphaBEST reserves the right to utilize Public School buses to transport children. In the event of extreme or more widespread emergencies where further evacuation could become necessary, AlphaBEST administration will confer with local emergency management services to work out a plan for transporting children in a safe and supervised manner.
4. Once the site staff has made it to the location listed above, they will notify the administrative offices and parents/guardians will be contacted by the AlphaBEST main office. Each parent/guardian will be contacted for immediate pick-up, and the children will be supervised by site staff until the guardian or an emergency contact can pick-up the child at the alternative location.

Plan for Assessing Potential Hazards

Each day the program site will be inspected by all staff members to make sure the area is free from all hazards, and any dangerous objects or debris that appear at the site should be removed immediately. All toxins (bleach, cleaning liquids, etc.) are to be kept in a locked cabinet, which is off limits to children. The program areas will be assessed for any hazards which could pose a risk to children with allergies at the program site, and where necessary areas will be cleaned to ensure that allergens have been removed prior to the arrival of children at the site.

If any child enrolled in care at a program site has a life-threatening allergy to a substance which may be brought into the program space by other children, parents/guardians, staff or school personnel, that information will be shared, and the area will be labeled as a sensitive area.

Plan for maintaining first aid supplies/emergency supplies. Each after school program site will

Sample 2019 – 2020 Family Handbook

maintain adequate first aid supplies in a well-marked location at the site. Supplies will include (but are not limited to): large and small sized band aids, gauze pads, adhesive tape, gauze roll bandages, disposable non-latex gloves, instant cold packs, blunt tip scissors, tweezers, thermometers, triangular bandages, CPR mouth guard, eye wash container, and a flashlight. Each program shall also maintain an emergency travel first aid backpack which will also include all of the items listed above. Additionally, each program shall maintain a few items of clothing in various sizes in the event that a child's clothing is soiled while in care. However, if a child is known to have accidents or if a parent/guardian feels that the needs of their child are best served by having a change of clothing at the program at all times, it is encouraged and recommended that the parent/guardian provides a change of clothing which will be labeled or use by that child only. First aid kits/emergency supplies will be inventoried at least monthly by the Site Director.

Plan for Management of Infectious Diseases

1. All AlphaBEST staff will be trained annually in infection control procedures, including proper procedures for hand washing, and washing, disinfecting, and sanitizing program spaces, surfaces, and equipment. AlphaBEST Public Schools custodial staff will also be responsible for cleaning program spaces.
2. AlphaBEST staff will educate children about and promote hand washing procedures and health precautions. Please be advised that AlphaBEST staff and children will and are required to wash their hands many, many times each day. Hand washing will occur (but is not limited to) before and after food preparation or snack time, before and after the administration of medication (staff only), before and after water play, after toileting, after coming into contact with any bodily fluids (including sneezing and coughing), after performing cleaning tasks (staff only).
3. [Applicable state department] guidelines will be followed for the clean-up and disinfection of areas that have been contaminated by blood or any other body fluid. Any clothing which is contaminated by blood or any other body fluid is required to be sealed in a plastic container or bag, labeled with the child's name and returned to the parent/guardian at the end of the day.

If a child is unable to attend school during the day, he or she should also not attend the AlphaBEST Education *InZone* program. Also, if a child gets sick while in the program, the parent/guardian will be called to pick-up the child. Parents are advised to not bring a child to the morning program if the child has an oral temperature of 100 degrees or greater, a contagious disease or suffers from diarrhea or vomiting. Parents are notified to immediately remove their child from the program in case of illness, including the above mentioned.

In the case of accident or illness, the child's parents or guardians are called immediately. In serious cases, the child is taken to a local hospital by an emergency vehicle for treatment, and the parents or guardians are called immediately. Parents of every child enrolled are notified immediately if one of the following communicable diseases has been introduced into the program: lice, impetigo, ringworm, hepatitis A, food poisoning salmonella, shigella, measles, mumps, strep throat, rubella, pertussis, polio, haemophilus influenza type B, meningococcal meningitis, strep or any other communicable disease. Proof of treatment or approval by a physician may be required for a child diagnosed with a communicable illness.

Accidents Reports: AlphaBEST considers safety for all children our first priority. Should an accident occur, the parent/guardian should expect to receive a written accident report from the

program. In addition, the accident will be reported to the state childcare licensing agency or appropriate government agency as required by law.

Additional Safety Policies

Excess Damage

We take pride in offering an active learning environment and normal wear and tear on materials is expected in busy hands. On the contrary, where damage to AlphaBEST or school property is caused through willful destruction, undue carelessness, or disregard for rules, it is our policy to inform parents of this and seek their cooperation in overcoming the problem. Individual circumstance will determine the action taken. The Site Director shall determine the reasonable cost of repairing or replacing property damaged by the student.

Food

The snack served during the after-school session meets the USDA meal pattern requirements.

If special foods are required due to dietary restrictions, you are responsible for providing those foods to the AlphaBEST staff. Foods brought from home must be in compliance with the USDA meal pattern requirements. "Fast food" is not permitted at AlphaBEST.

All Educators will be required to complete basic training in USDA nutritional requirements and in food choking hazards.

Tooth Brushing

Per State Licensing, AlphaBEST will implement tooth brushing for any full day programs that last 4+ hours or in the case in which a meal is being served. Please include a toothbrush with your child's belongings otherwise a new toothbrush will be provided to him/her for use at the program.

Personal Belongings

- Students should leave all personal belongings of value home (toys, money, electronics).
- AlphaBEST is not liable for theft, loss or breakage of these types of items.
- Any personal property left at the program at the end of the day will be placed in the school lost and found.

Dress Policy

- Students should wear clothing that complies with the school dress code.
- Students should bring clothing that will allow them to participate in a minimum of 30 minutes in outside activities.
- AlphaBEST requests a doctor's note if your child is not permitted to go outside.
- Students should wear sneakers or close-toed shoe to prevent injury.

Issues of Custody/Care

Please directly give the AlphaBEST Site Director any legal paperwork and changes in your custody agreement.

- AlphaBEST restricts parental access unless provided with signed legal documents.
- AlphaBEST employees shall not be permitted to testify on behalf of a parent or guardian

- in any type of legal proceeding.
- AlphaBEST will not act as a mediator between parents/guardians.

Licensing Regulations Requirements

AlphaBEST operates programs in various states. **Licensing requirements in each state will supersede any and all information not listed in the parent handbook.** Additional information, other than the Enrollment Form, is required by your state in order to enroll your child(ren) and attend the program. Ensure that each of the forms included in your registration packet has been submitted to AlphaBEST during enrollment and prior to attendance. You may contact the [applicable state department] for information regarding AlphaBEST's regulatory compliance history.

Background Record Checks for All Employees

AlphaBEST completes background checks for each new applicant including state and national fingerprint checks before extending an offer of employment. Additionally, the applicant must have received their 21-day fingerprinting suitability letter. Once the letter has been received, then AlphaBEST can proceed with hiring the new applicant. AlphaBEST hires applicants who meet and exceed our rigorous requirements, which are aligned with state licensing regulations.

[state background checks process and requirements]

If AlphaBEST receives information regarding a staff member or volunteer that may require a new background record check (e.g., notice that a staff member has been arrested or may be responsible for abuse or neglect of a child), then AlphaBEST will complete a new background record check. AlphaBEST adheres to the same background record check procedures noted above for AlphaBEST's reviewer(s), staff members and any volunteers who supervise children.



Parent's Pledge of Understanding

- I understand that all forms must be completed and on file at the site before my child can attend.
- I understand that I or another pre-authorized person must sign out each child daily. Each child must be escorted in and signed in and out of the program (a pre-authorized person is the parent/guardian or people identified as authorized pick-ups on the enrollment form)
- I understand that my child will not be able to leave the program with an unauthorized person. (Legal documentation must be provided to AlphaBEST regarding any custodial evidence or authority limitations of either parent. Without legal documentation, either parent will be allowed full access to the child during program operation).
- I understand that medication will not be administered without completion of the required forms.
- I understand that tuition is due each Monday by 6:00 pm for current week of services of the program as long as the child(ren) is (are) enrolled in the program.
- I understand that tuition is due regardless of attendance, including absences to the regular school day and due to holidays.
- I understand a late fee of \$15.00 will be assessed if payment is not received by Thursday.
- I understand the late pick-up fee policy.
- I understand I must notify the Site Director if any information on the enrollment form changes.
- I understand that federal and state laws require AlphaBEST employees to report suspected cases of child abuse or neglect.
- I understand that I must notify the site, in advance, if my school age child will not be attending after-school care.
- I understand that the Site Director will notify me whenever my child becomes ill. I agree to pick-up my child or make arrangements to have my child picked up by an authorized individual within one hour of notification.
- I understand that my child cannot attend the school if he/she has any illness that threatens the health of other children. I understand that Health Department regulations concerning periods of infection will be enforced. I understand that my child must be fever and symptom-free for 24 hours before returning to school after an illness. I also understand that prescription medication must be administered to my child at home for 24 hours before he or she can return to school.
- I understand that I am required to inform the site within 24 hours or the next business day if my child or any member of my immediate household has developed any reportable communicable disease, as defined by the [applicable state department], except for life-threatening diseases which must be reported immediately.

Parent's Signature _____

Date _____

POUDRE SCHOOL DISTRICT R-1

APPENDIX B

Operations Manual





Operations Manual

2019-2020

Please refer to the employee section of the AlphaBEST website
for the most up-to-date version of this manual.

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Program Operations

Mission, Vision and Core Values

MISSION STATEMENT

To partner with schools and families to engage children's minds, expand their horizons, and provide parents with a sense of security.

VISION STATEMENT

To lead the way in shaping the future generation to be problem solvers and collaborators, to be thoughtful and curious, by showing them that learning can be fun, engaging, and can happen anywhere. To achieve this goal, we set the bar for out-of-school time programs.

CORE VALUES

We put children first. We take seriously our responsibility for influencing and educating thousands of students across the country every single day, arming them with skills they'll use their whole lives.



We value connection. AlphaBEST fosters connection: between employees, with our school and district partners, and with the families we serve. We've created an environment that encourages experimentation, collaboration, and teamwork.

We are driven by innovation. We not only embrace change – we drive it. By keeping a pulse on the latest educational developments, we implement cutting-edge curriculum that is as fun and engaging as it is innovative and skill building.



We are the BEST at what we do. Our commitment to continuous improvement allows us to deliver the highest quality of service.

We lead with a "yes" mindset. We're committed to extreme customer focus! We challenge ourselves to step outside our comfort zones and to have a can-do attitude.



We make it right. We aren't perfect, but we do aim to respond perfectly. When things don't go as planned, we double down and make sure the situation is handled seamlessly – and that we learn from those missteps and avoid them going forward.

We have fun. Our programs are structured to keep engagement front and center by fusing fun with learning in everything we do. We embrace the adage that education is not the filling of a pail, but the lighting of a fire.



Philosophy

AlphaBEST believes that the before and after school hours provide students with the opportunity to explore new ideas, activities, friendships, and talents in a nurturing environment. To this end, we invest heavily in our team members and curriculum to expand learning beyond the classroom and ensure that every child has the opportunity to reach his/her full potential. AlphaBEST Education does not permit religious training or instruction in our after school programs. AlphaBEST's curriculum is engaging and participatory - providing multiple opportunities for differentiated activities and instruction. It also allows for interaction between different age groups under the careful supervision of teachers and aides.

Program Zones



Programming modules rotate daily for each group. Every child will participate in all five zones each week for one hour a day.

CURRICULUM - AlphaBEST Education's *InZone* program provides all students the opportunity to participate in activities offered in:



STEM



ARTS & ENTERTAINMENT



WORLD LANGUAGES & CULTURE



FITNESS & WELLNESS



MAKER ZONE



AlphaBEST Extended Day programs provide carefully selected, research-based, curricula focused on areas that supplement or align with the school day. Students in our programs will participate in fun, engaging activities in the areas of technology, engineering & design thinking, world languages, drama, visual arts, fitness, as well as homework support, team building, conflict resolution, and specialty "choice" clubs.

AlphaBEST structures its programs to ensure a balance of indoor and outdoor activities, quiet and active time activities, individual, small, and large group activities, and child and team members-initiated activities. Emphasis is placed on academic assistance homework support, technology, creative problem-solving, collaboration, and structured outdoor play. Students participate in engaging activities in our five learning Zones each week: STEM, World Language & Culture, Fitness & Wellness, Arts & Entertainment, and Maker Spaces.

Each day, students participate in an activity in one of the five zones:



FITNESS & WELLNESS

Fitness and Wellness Zone: The AlphaBEST Sports & Fitness Zone is a prevention-driven fitness, health and wellness program that is based on principles and techniques designed to improve gross motor skills, flexibility, posture, strength, balance, teamwork, and coordination.

Examples:

- Team sports include basketball, soccer, volleyball, and four-square;
- Individual skill building through our tennis program; and
- Stretching and tranquility through yoga.



STEM Zone: STEM (Science Technology Engineering & Math) education has become a critical focus of educators nationally as we seek to create critical thinkers and the next generation of innovators. AlphaBEST takes pride in our unique, always current, STEM and Technology Arts programming developed in partnership with some of the nation's leading STEM education experts.

Examples:

- Robotics and coding programs that focus on engineering principles and programming languages;
- Stop-motion animation, bridging technology and the arts; and
- Engineering using recyclables and common items to create solutions to real-world problems.



Arts & Entertainment Zone: Visual arts, performing arts, and video production units round out the AlphaBEST Arts & Entertainment Zone. Students explore creative concepts, build confidence, and explore current and emerging technologies while creating and presenting their talents.

Examples:

- Sculpture, collages, pointillism, abstract, tapestries, and more are explored and experienced in our renowned visual arts curriculum;
- Cartooning basics provide students with the basic principles of cartooning. Students learn that cartooning is the foundation for the world of animation in which they are growing up; and
- Drama and video production activities that build confidence and culminate with a final performance or video production.



World Languages & Culture Zone: AlphaBEST understands that today's students need to be globally competitive, and well rounded. 21 of the top 25 industrialized countries begin the study of world languages in K-5. The cognitive and competitive benefits that learning a second language offers are well documented. Our World Language and Culture program utilizes exclusive curriculum with all lessons aligned to World Readiness Standards for Language Learning. Lessons integrate voice, choice, and hands-on learning. Culture is weaved

into every unit.

Examples:

- Learn Spanish, Mandarin and French culture through games, songs, art, and audio/visual tools;
- Explore the unique characteristics of Mandarin and how intonation determines meaning; and
- American Sign Language learning provides cognitive benefits as students learn languages using both sides of their brains. Students love this interactive, engaging curriculum.








Maker Zone: Maker spaces “pop up” in all AlphaBEST schools, once per week. Our Zone instructors are certified in the proper delivery of the learning-through-making philosophies of the original Maker movement founders. Students respond to open-ended challenges and work with materials provided to solve each challenge in their own way. Design thinking and the “Four Cs” defined by the Partnership for 21st Century Learning are at the core of this program.

Examples:

- Open-ended challenges with limited materials, focused on creating and the reiterative process;
- Tinkering with a variety of materials in a student choice environment; and
- Challenges that inspire the 4 Cs – Creativity, Collaboration, Critical Thinking, and Communication.

AlphaBEST Clubs allow students to choose from various areas of interest and explore them in a less structured approach than that of the Learning Zones. Clubs are rotated throughout the year and based on student choice and team members' talents.

Sample 2018-2019 Curriculum

	 FITNESS & WELLNESS	 ARTS & ENTERTAINMENT	 LEGO	 WORLD LANGUAGES & CULTURE	 MAKER ZONE
ROTATION					
1	Sabakiball	Visual Art	Lego Engineering	American Sign Language	Maker Space
2	Fitness Kit 2 Bootcamp 1 Tennis Volleyball Yoga	Cartooning	Coding & Game Design	Spanish	Maker Space
3	Fitness Kit 3 Bootcamp 2 Soccer Spike Ball Olympics	Drama	Stop Motion Animation	Culture and Language of France	Maker Space
4	Fitness Kit 4 Basketball Kickball/4 Square Jump Rope Dance & Movement	Video Production	Coding & Robotics	Mandarin	Maker Space

BEFORE SCHOOL SCHEDULE

	Monday	Tuesday	Wednesday	Thursday	Friday
Block 1	Clubs, Homework Support & Reading				
Block 2	Fitness & Wellness	Character Education	Fitness & Wellness	Character Education	Fitness & Wellness

AFTER SCHOOL SCHEDULE


	Monday	Tuesday	Wednesday	Thursday	Friday
Block 1	Attendance, Snack & Recreation				
Block 2	Homework Support and/or Brain Games				
Block 3	Technology (STEM)	World Languages	Arts & Entertainment	Fitness & Wellness	Maker Space
Block 4	Extended Days & Special Interest Clubs Current Events and Service Learning				



AlphaBEST Middle/Intermediate: AlphaBEST delivers a creative and interactive after school intermediate/middle extended day program designed to engage and inspire students. After having a snack, students will be provided with quiet time to work on homework. They will then participate in clubs built based on student interest and team members' talents.

- Sports & Fitness
- Social Action & Career Explorations
- Arts & Entertainment
- Technology, Maker, & STEM
- Homework Hub

Sample Curriculum Calendar

				
FIRST ROTATION	Sabakiball	Art in Action	Leadership	Club Invention: Trash Island
SECOND ROTATION	Badminton	Cartooning	Leadership	ArcKit
THIRD ROTATION	Volleyball	Drama: Shakespeare	Service/Social Action	Maker Fair
FOURTH ROTATION	Bootcamp/Corn Hole	Broadcast/Film	Service/Social Action	Film Festival



AlphaBEST Summer: AlphaBEST Education summer programs expand upon the school year model and format. The summer schedule allows more time to expand upon the five Zones, while adding exciting projects. In SummerZone, each week has its own unique theme. *Families are afforded the choice of which weeks they want their students to attend or they may enroll for the entire summer.* Field trips and special events are also a part of our summer programming.

The transition from the after school program into the summer program will be seamless. Summer program supplies will be delivered prior to the start of the program. Summer team members will receive additional training on the summer program operations. Summer registration will begin in the spring to ensure that enrollment processes are completed in a timely manner. The area manager and each site manager will meet with each summer location principal to discuss summer building logistics and expectations. These processes provide a platform for smooth opening days.

During each of the weeks, children:

- Go on adventures to places like the bottom of the ocean and on a personalized planet;
- Problem solve, use their imagination, learn tech skills, and practice fitness;
- Have fun making new friends through team-building challenges; or
- Take a field trip.



AlphaBEST Explorations: AlphaBEST is proud to offer AlphaBEST Explorations, a single source for innovative and engaging enrichment programming in Creative Arts, STEM, World Languages, and Sports and Fitness. Enrichment workshops inspire young learners to explore the possibilities and discover new interests! AlphaBEST partners with national and local experts to bring exciting, unique, and quality experiences to young learners. We believe that children often discover a spark in their early learning years and we hope to offer inspiration along the way, providing them with an experience that just might propel them as they follow their pursuits and dreams on their education journey. We

offer a variety of workshops, with something for every age and interest. New workshops are always being reviewed and added.

AM Program Requirements

The morning schedule must provide activity rotation stations for all age groups. Rotation stations should be set up prior to students' arrival. AlphaBEST team members must continuously circulate during all activities. Recreation and/or Fitness activities should also be provided if time is allotted during the morning program.

PM Program Requirements

The schedule must work on a rotating basis. AlphaBEST Team members must continuously circulate during all activities and each team member should be assigned to a group of students to supervise based on licensing/contracted ratio requirements. All after school team members and parents/guardians must have access to the schedule. The weekly schedule must be displayed at sign out along with the Zones objectives. The site director is required to maintain documentation of all schedules, team member patterns and the Zone implementation calendar. Different age groups can rotate activities, room usage and playground space. Students may be grouped by chronological age or mixed ages, as long as grouped students are of approximately the same developmental stage. All students must have the opportunity to participate in all zones each week. Student work must be displayed and there must be ongoing student recognition. The site director is responsible for keeping the principal updated on all Zone activities monthly. All AlphaBEST programs must include the following daily activities:

1. Indoor snack time scheduled for a minimum of fifteen minutes. Snack must meet current USDA regulations and District guidelines;
2. Homework time is scheduled for at least half an hour, up to an hour, each day. If this service is provided through age grouping, students with no homework may work on other age-appropriate active learning materials and stations as provided in the HW Kit. A location must be provided that is conducive for task completion. Homework assistance must be provided by all team members;
3. Zone enrichment must be a minimum of five hours per week;
4. A minimum of thirty minutes to one hour a day of outdoor physical play or indoor recreational activity must be offered and may include group games and organized activities during playground time. When inclement weather or other circumstances prevent scheduled outdoor play, the alternative must be structured indoor physical activities; and
5. Clubs must be offered on a rotating schedule. All clubs must have a team member in attendance at all times.

Program Administration

Communication

Area Managers and Site Directors work with the appropriate department and school team members to use a variety of strategies to inform families about *InZone*. Parent communications, such as program flyers and enrollment forms, are distributed through student take-home folders and backpacks. This material is also provided to the school front office for display and distribution as well as inclusion in the school newsletter. Additionally, it is available electronically. When possible, AlphaBEST provides signage at the school in the form of banners or posters and information is included on both District and school websites.

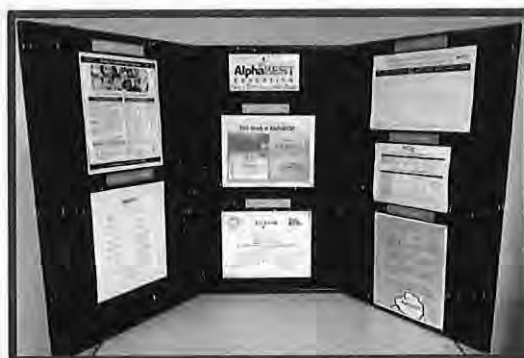
Families are invited to register and enroll each spring for the upcoming school year. Early registration and enrollment provide the necessary time to review paperwork for students to attend the program on the first day of school. Registration and enrollment continue throughout the summer and into the school year. We maintain open enrollment throughout the school year when we have open slots in the program. Our programs are only limited in enrollment when space in the school is limited. If we reach capacity, we maintain a waiting list to enroll families when a spot becomes available.

**Our goal is to streamline parent communication,
making information available and easy to access.**

AlphaBEST has **open, ongoing communication with parents** once students are enrolled.

Specific strategies include:

- Family Handbook
- AlphaBEST Education Website
- Monthly Newsletter
- Parent Communication Board
- Face-to-face communication during site sign out
- Telephone access
- Annual parent survey
- Drama productions or monthly parent participation Activities
- PTO/PTA Events (Watch students and/or participate in meeting)
- Quarterly InZone Showcase Nights (Drama, music and dance productions, art exhibits, animation film festivals, STEM engineering demos, 5K runs and fitness challenges)
- Culminating family events, meet the teacher nights, and holiday food/toy drives
- Daily InZone programming schedule (updated each week)
- AlphaBEST sponsored (parent, team members and child) teams for local fundraising drives/races
- Social media
- AlphaBEST's student management system enables us to keep in constant communication with parents by offering tools to send customized emails sent manually by our team members, as well as automatic emails sent by the system
- The Student Management System allows AlphaBEST to use other communication tools, such as calendars, bulletins, and alerts, which appear on the home screen of the Parent Portal. We are also able to add alerts which appear on-screen during the Check Out process.
- Parents are able to send messages to the AlphaBEST's Customer Service team by using a *Contact Us* feature from the Parent Portal



Communication Protocols

Below is our contact protocol:

POINT OF CONTACT	INFORMATION AND ASSISTANCE REQUESTED
Site Director - the first contact	<ul style="list-style-type: none">• Student issues• Request a conference• Questions about student behavior• Questions about specific activities related to the program• Notice of withdrawal• Change in programming/contract• Absences• Late pick up
Area Manager	<ul style="list-style-type: none">• Programs, policies, and procedures• Unresolved issues after Site Director contact• Security or safety related to school, program, or student• Feedback and/or suggestions about program-wide issues
Regional Office	<ul style="list-style-type: none">• Unresolved issues following Area Manager contact• Unresolved security or safety related to school, program, or student• Feedback and/or suggestions about program-wide issues
Corporate Office Support Center	<ul style="list-style-type: none">• Unresolved site issues• Concerns with overall registration and/or payment process
Principal/Building Administrator	<ul style="list-style-type: none">• Child abuse and neglect report is filed• Severe behavior incident, accident, or parent concern• Facilities concern that involves licensing

Accommodation Guidelines

AlphaBEST Education will not discriminate against children on the basis of gender, race, religion, national origin, ancestry, creed, pregnancy, marital or parental status, homeless status, sexual orientation or physical, mental, emotional, or learning disability in its education programs or activities.

Use the following link to access the ***ALPHABEST ACCOMMODATIONS PLAN***:

<https://www.alphabest.org/wp-content/uploads/2014/11/5Accommodation-Plan-6-19-17.pdf>

AlphaBEST will serve all students eligible for its program if space is available, unless:

- ☒ Accommodating the student would require a fundamental alteration of the program;
- ☒ The student poses a direct threat to the health and safety of self or others; or
- ☒ That risk is significant and cannot be eliminated by modification of policies, practices, or procedures or by the provision of auxiliary aids or services. AlphaBEST will consider each student individually to determine if we can serve that student. AlphaBEST will consider all relevant factors in making our determination. These factors may include, but will not be limited to, the following:

- The student's ability to function in a large cafeteria, gym and open playground
- The student's ability to function with team members to student ratio designated by state licensing or contractual requirements
- The student's need for individual supervision
- The student's health care needs

AlphaBEST works with each family to provide quality summer and school-year opportunities to the students entrusted to our care. Our programs are built around an inclusionary environment with team staffing ratios that meet state and district contractual requirements. If a parent believes that her student has any special needs or requirements, including dietary issues, allergies, physical limitations, or emotional/cognitive issues, that could affect his/her participation in our program in any way, then parent(s) can contact us during the application process so that we can discuss the accommodations that would help her child succeed in our program. AlphaBEST Education's accommodations liaison is Jolanta Kellum and she must be contacted when determining eligibility of a special needs student upon registration. Jolanta Kellum will work directly with the Area Manager and Regional Director on the accommodations plan. AlphaBEST leadership team will promptly consider all requests for reasonable modification of policies, practices, or procedures with respect to childcare services and will make every effort to make reasonable accommodations for children with qualifying needs.

AlphaBEST leadership will promptly consider all requests for reasonable modification of policies, practices, or procedures with respect to childcare services and will make every effort to make reasonable accommodations for children with qualifying needs. Parents are encouraged to share a copy of their child's IEP, IFSP or 504 plan with their Site Director. Parents must provide written permission allowing the AlphaBEST representative to observe their child and where appropriate, AlphaBEST with parent permission will also consult with teachers, school administrators, previous child care providers, and medical personnel as part of its accommodations process. This information will be kept confidential. After the consultations, senior administrative team members will discuss the accommodations plan with the student's parent(s) or guardian(s).

During this process, AlphaBEST may request additional information from other professionals (such as educators or health care professionals) who work with a child in this context to get a better understanding of the child's need. Such information will be kept confidential.

Should AlphaBEST be unable to accommodate requested modifications, the parent will be provided with documentation identifying any and all reasons why such modification was denied within 15 business days. We will make reasonable modifications in policies, practices, or procedures when such modifications facilitate safety and your child's equal enjoyment of AlphaBEST's program.

If a child has a disability that may impact behavior, the parent should contact AlphaBEST prior to the child's first day so that we may discuss what reasonable modifications, auxiliary aids, or other services would mitigate the behavioral concerns. If a child's behavior poses a danger to themselves or others or causes us to modify the fundamental nature of AlphaBEST's program, and reasonable modifications cannot be agreed upon that will mitigate the behavioral concerns, the child may be suspended or expelled from the program. In such instances, AlphaBEST may be unable to provide advanced notice prior to a suspension or dismissal from the program.

Withdrawal: Withdrawal from the AlphaBEST program requires that two (2) weeks written notice be given prior to the final date of attendance. Full tuition for the week will be charged if your child attends a portion of the week and withdraws prior to Friday. We reserve the right to withdraw a child for conditions related to behavior, ability of child to adjust to the program, ability for program to meet the child's needs, or non-payment without notice during the program. The Regional Director must approve all termination of services.

Behavior Management Policy

AlphaBEST Positive Behavior Management- BEST

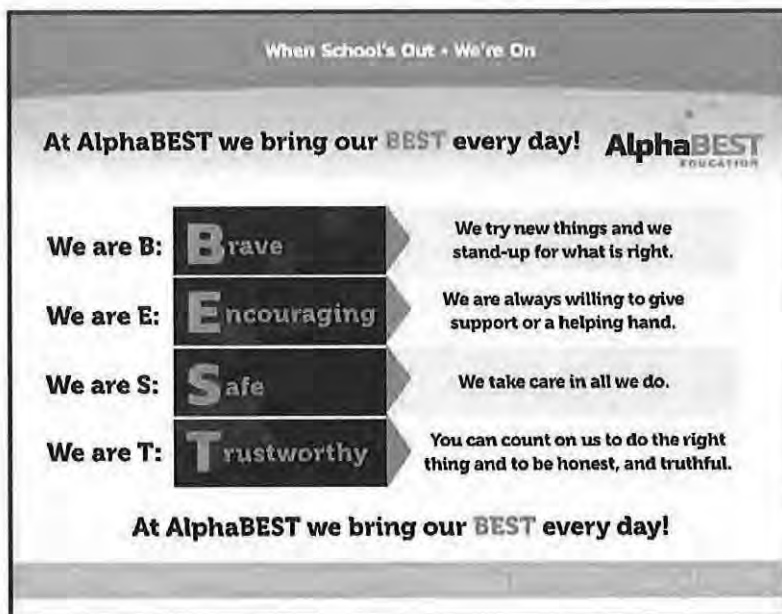
Our programs follow AlphaBEST's B.E.S.T. Positive Behavior Supports (PBS) program. This policy, which aligns with districts' Positive Behavior Supports programs, helps connect students' experiences in school and after school in our program. Whenever possible, AlphaBEST complies with your district's behavior management policy.

What is B.E.S.T.? B.E.S.T. is a system of support that includes proactive strategies for defining, teaching, and supporting appropriate student behaviors. The B.E.S.T. acronym stands for B: Brave - We try new activities. We help others if we see them being bullied, E: Encouraging- We are always willing to give support or a helping hand, S: Safe - We take care in all we do, and T: Trustworthy - You can count on us to do the right thing, to be honest, and truthful. Every team member who works in the program is trained in PBS, is aware of the B.E.S.T. behavioral expectations, and works to ensure students are consistently getting the same message.

What are the key elements of B.E.S.T.?

- ☒ Define, teach, and acknowledge behavior expectations
- ☒ Collect discipline data in each region
- ☒ Provide accommodations plans for children who are not responding to the program
- ☒ Brainstorm with the PBS regional committee to identify ways to address problems and re-teach/reinforce positive behaviors
- ☒ Collaborate across AlphaBEST through monthly lessons, brainstorming sessions, and best-practice sharing to ensure B.E.S.T. success

AlphaBEST launched a full implementation of PBS in 2011. We are very proud of our progress and will continue working to improve our success. To accomplish this task, the following components should be in place at each program:



AlphaBEST Discipline Policy and Procedure

AlphaBEST seeks to provide an environment conducive to positive child growth and development. *The following policy and procedure is in place for all AlphaBEST children unless they have an Accommodation Plan in place or if the child with the behavior issue has special needs and requires the development and implementation of an accommodation plan.*

When a student exhibits unacceptable behavior, the site director must speak with the parent/guardian about the behavior and ask for their cooperation and assistance in modifying the behavior. Parents will need to sign the **Behavior Report Form**. Three such incidents (documented on the **Behavior Report Form**) may result in removal from the extended day program. Should AlphaBEST deem any behavior harmful to any child or adult, immediate notification will be given to the parent/guardian for temporary suspension and or permanent termination of services based on the severity of the behavior. The site director must notify and receive approval from the Area Manager and Regional Director prior to suspending a student from the program or terminating services. No refunds are available for suspension or termination due to unacceptable behavior.

Unsafe and harmful behavior exhibited by special needs students towards other students and/or team members in the program must be documented on behavior reports and must be signed off by the Regional Management Team. A student with specific needs may require an individualized behavior plan and an accommodation plan to experience success in the program. In some instances, the Regional Management team may determine that additional resources are needed to implement the plan. Additional resources may include, but are not limited to, training and team members.

AlphaBEST Disciplinary Procedure: *(The following procedure is in place for all AlphaBEST children unless they have an accommodation plan in place or if the child with the behavior issue has special needs and requires the development and implementation of an accommodation plan.)*

- **First Incident:** Child is given a verbal warning, and the incident is documented on the Behavior Report Form. The parent(s) are notified and is given a copy of the Incident Form and parents are informed of the discipline policy.
- **Second Incident:** Child will receive a verbal warning and a second Behavior Report Form is completed and given to the parent(s). Parents are informed of the discipline policy. The child is suspended for 2-5 days for serious infractions (Regional Director must approve).
- **Third Incident:** A third Behavior Report Form is completed and given to the parent(s). The parent(s) are required to meet with the AlphaBEST management team to discuss further action. Further action may include short or long-term suspension, an accommodation plan, or termination of AlphaBEST services as determined by the AlphaBEST management team.

The following behaviors are prohibited and are considered grounds for suspension or termination of services:

- Abusive/Threatening/Inappropriate/Profane Language
- Physical Aggression/Fighting/Encouraging Others to Fight
- Harassment (physical or verbal)
- Possession of Illegal Substances/Drugs/Tobacco/Alcohol/Weapons
- Property Destruction/Vandalism
- Theft
- Bullying
- Inappropriate Touching
- Running Away from Team members
- Leaving Designated Area Without Permission
- Chronic Defiance
- Chronic Disruption
- Chronic Non-Compliance

AlphaBEST reserves the right to immediately suspend or terminate a child based on the severity of the offense.

Anti-Bullying Policy

AlphaBEST's Behavior Management Policy corresponds directly and complies with each contracted school district's Positive Behavior Support Program. This includes incidents of bullying. AlphaBEST is committed to creating a safe and nurturing environment in which students may achieve their maximum potential. AlphaBEST expects all members of our community to treat each other with dignity and respect. Therefore, AlphaBEST will adopt the Anti-Bullying Policy of the contracted school or district in which it serves. The following is included in that adopted policy:

AlphaBEST will not tolerate behavior that infringes on the safety of any student. A student shall not intimidate, harass, or bully another student through words or actions. Such behavior includes direct physical contact, such as hitting or shoving; verbal assaults, such as teasing or name-calling; and social isolation or manipulation. Any student who engages in bullying may be subject to disciplinary action up to and including expulsion.

To ensure bullying does not occur in our program, the AlphaBEST program will provide team members development and training in bullying prevention and cultivate acceptance and understanding in all student and team members to build each program's capacity to maintain a safe and healthy learning and working environment.

Investigations:

- AlphaBEST expects students and/or team members to immediately report incidents of bullying to the Site Director.
- Each complaint of bullying should be promptly investigated.
- Students can rely on team members to investigate each complaint in a thorough and confidential manner.
- If the complainant student or the parent of the student feels that appropriate resolution of the investigation has not been reached, the student or the parent should contact the Area Manager or the Regional Director.
- Retaliatory behavior is not permitted against the complainant or any participant in the complaint process.

Procedures for intervening in bullying behavior include, but are not limited, to the following:

- All team members, students, and their parents will receive a summary of this policy prohibiting intimidation and bullying at the beginning of the school, as a part of the parent handbook.
- The program will confidentially document all reports of bullying and the results of the investigation.
- Team members or students who witness such acts should take immediate steps to intervene when safe to do so.

Child Guidance Plan

In an effort to provide children with the highest level of quality care available, AlphaBEST has also developed the following guidelines for interactions between our team members and the children we serve. All team members are trained and regularly evaluated by their Area Managers and Program Support Specialists on their interactions with children in our care, utilizing a variety of program evaluation and observation tools. Additionally, AlphaBEST team members are trained in the Child Guidance Policy along with PBS. Through our Child Guidance Plan and the B.E.S.T. Positive Supports, AlphaBEST is committed to providing positive and consistent guidance to children, based on their individual needs and development.

AlphaBEST's Child Guidance Policy:

- AlphaBEST team members must be responsive to children's individual needs and support the development of self-esteem, self-expression, autonomy, and social competence.
- AlphaBEST team members must be nurturing and responsive to children by:
 - Frequently expressing warmth to individual children through behaviors such as joint laughter, eye contact, and smiles, and communicating at children's eye level;
 - Providing attentive, consistent, comforting, and culturally sensitive care;
 - Being consistent and predictable in their physical and emotional care of children, and when implementing program rules and expectations; and
 - By recognizing signs of stress in children's behavior and responding with appropriate stress-reducing activities.
- AlphaBEST team members must support children in the development of self-esteem, independence, and self-regulation by:
 - Demonstrating courtesy and respect when interacting with children and adults;
 - Encouraging appropriate expression of emotions, both positive (e.g. joy, pleasure, and excitement) and negative (e.g., anger, frustration, and sadness);
 - Providing opportunities for children to develop self-help skills as they are ready; encouraging children's efforts, work, and accomplishments; and
 - Assuring that all children have equal opportunities to take part in all activities and use all materials; and offering opportunities for children to make choices and decisions.
- AlphaBEST team members must support children in the development of social competence by:
 - Promoting interaction and language use among children and between children and adults by talking to and with children frequently;
 - Encouraging children to share experiences and ideas;
 - Modeling cooperation, problem-solving strategies, and responsible behavior for children;
 - Assisting children in learning social skills such as sharing, taking turns, and working together;
 - Encouraging children to listen to help, and support each other; and
 - Providing guidance to assist children in resolving conflicts, finding solutions to problems, and making decisions.
- Additionally, AlphaBEST team members must support children in the development of social competence by:
 - Helping children to understand and respect people different from themselves;
 - Helping children learn to respect each other's possessions and work; and
 - Helping children to learn effective ways to deal with bullying, teasing, or other forms of intolerance.
- AlphaBEST team members must provide guidance to children in a positive and consistent way based on an understanding of the individual needs and development of children by:

- Encouraging self-control and using positive child guidance techniques such as recognizing and reinforcing children's appropriate behaviors, having reasonable and positive expectations, setting clear and consistent limits, and redirecting;
- Helping children learn social, communication, and emotional regulation skills they can use in place of challenging behaviors;
- Using environmental modifications, activity modifications, adult, or peer support, and other teaching strategies to encourage appropriate behavior and prevent challenging behaviors;
- Intervening quickly when children are physically aggressive with one another and helping them develop more positive strategies for resolving conflict;
- Explaining program rules and procedures and the reasons for them to children, and where appropriate and feasible, allowing children to participate in the establishment of program rules, policies, and procedures; and
- Discussing behavior management techniques among team members to promote consistency.
- AlphaBEST team members must have a method of communicating effectively with each child.
- AlphaBEST team members must direct child guidance to the goal of maximizing the growth and development of children and protecting the group and the individuals within it.

The following practices are strictly prohibited, must be immediately investigated and will result in immediate termination pending the investigation:

- Spanking or other corporal punishment of children; subjecting children to cruel or severe punishment such as humiliation, verbal, or physical abuse, neglect, or abusive treatment including any type of physical hitting inflicted in any manner upon the body, shaking, threats, or derogatory remarks;
- Depriving children of outdoor time, meals, or snacks; force feeding children or otherwise making them eat against their will, or in any way using food as a consequence;
- Disciplining a child for soiling, wetting, or not using the toilet; forcing a child to remain in soiled clothing or to remain on the toilet, or using any other unusual or excessive practices for toileting; and
- Confining a child to a chair or any other piece of equipment for an extended period of time in lieu of supervision; and excessive time-out; Time-out may not exceed one minute for each year of the child's age and must take place within an educator's view.

AlphaBEST provides new hire training for all team members to ensure the use of the PBS B.E.S.T. approach in order to promote positive interactions between team members and children. Team members understand that they will:

- NOT use corporal/physical punishments;
- Have expectations that are developmentally appropriate;
- Be consistent in expectations;
- Use calm yet firm voices when disciplining. Team members will not raise their voices or publicly embarrass a child;
- Maintain discipline guidelines as set forth by the State Licensing Services, the PBS S.T.A.R.S. Program and the School District's Code of Conduct; and
- Maintain the goal of having students learn self-management as opposed to being coerced to conform.

Confidentiality

After school students shall have a right to privacy with respect to their educational records. Personal identifiable records or reports of an after school student and any personal information contained therein are confidential. After school team members shall not release such records, reports or information without the written consent of the parent/guardian, in accordance with Family Education Rights and Privacy Act (FERPA) guidelines. After school team members must conform to the laws of confidentiality regarding student information, unless disclosure is required to prevent clear and imminent danger to the student or others or when legal requirements demand confidential information to be revealed. After school team members shall consult with the principal and AlphaBEST Risk Management if in doubt when information is requested. All parent/guardian and student information must be kept confidential. Requests for public records must be submitted to AlphaBEST Risk Management for further review.



Site Set Up

Site Set Up Checklist:

- Parent Board/Sign Out Area (Requirements: snack schedule, rates flyer, weekly zone info, daily schedule, B.E.S.T Pledge, club offerings)
- Staff introductions/information
- Daily Schedule posted
- Designated Zone Areas
- BEST Expectations posted
- Supplies and materials neat and organized
- Inviting environment: signage, decorated door, student work posted
- Designated Quiet Zone/area
- Zone kits/bins ready to go

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Student Safety & Attendance

Safety of the students is the number one priority of AlphaBEST. Team members are required to ensure that all students are properly accounted for before activities begin each day. AlphaBEST is committed to ensuring that it effectively addresses student health, safety, and nutrition needs during program participation. Healthy and safety begins with student enrollment, continues on a daily basis in a variety of team member practices, and is reinforced through ongoing safety activities and team member' training.

Attendance

AlphaBEST will ensure that each student is signed in and out of the designated AlphaBEST area immediately upon arrival and departure daily. Parents must sign each student in and/or out of the program. Only authorized individuals and emergency contacts, found on the student's Enrollment Form, will be permitted to sign students out of the AlphaBEST program. Any changes to the Enrollment Form must be done in person, at the site, and in the presence of the management.

Initial attendance check: This occurs at the start of each program day. Team members hold roll call, which includes both seeing and hearing each student. Additionally, each program implements a check and balance process that includes a group leader counting each student while the Site Director checks enrollment numbers in the online system and from a printed roster. The two numbers are compared to ensure that they match. Any discrepancy is immediately addressed.

- **Before School:** Students must be escorted into the AlphaBEST room by the parent, legal guardian, or a responsible person. Students will check in and out daily with the biometric reader or using their PIN number at the electronic check-in kiosk. Parents should enter their unique PIN number at the kiosk to sign their child(ren) in and be sure that the AlphaBEST team members know that the student has arrived. Encourage the parents to check the parent information board for announcements.
- **After School:** All students must report to the afterschool program directly after school dismissal. Students must sign in. Attendance will be taken immediately as students enter the AlphaBEST room. Team members should record attendance by logging into EZCT and selecting their site and then navigating to Record Attendance / Record Check-In. Zone Leaders must maintain a roster at all times for their reference. For all students not present for attendance, after school site directors must check their names against the school absentee list and early dismissal list.

Site Director Attendance Verification Procedures

A PRINTED attendance roster must be completed every day the program is in operation even though EZ Student Track is used for signing in and out.

The attendance sheet must use the following legend:

- T - Terminated
- X - Present
- C - Club
- AB - Absent
 - *Specify the following reason for absence after the "AB" and include Site Director Initialing for Verification:*
 - *Absent from School/Initials of Site Director*
 - *Early Dismissal/Initials of Site Director*
 - *Parent Note/Initials of Site Director*
 - *Other Reasons: Example-Went Home on Bus/Parent Called Front Office (Verified By "Name of Front Office Personnel")*



The attendance sheet must reconcile with fees collected for the site in accordance with the billing records. Attendance sheets must be turned into the applicable regional office weekly.

Site Directors must call every parent of every student that is un-accounted for. Parents must be notified no later than 15 minutes after the dismissal bell that their student did not arrive to the program as expected.

Absences

Absences should be reported prior to the expected time of attendance to the AlphaBEST local office or program. However, the school is not responsible for providing AlphaBEST with attendance information. Additionally, if a student is expected to attend the program and there has been no communication by parent or school about non-attendance, then team members must immediately check with the school office and/or call the parent(s) to verify student's lack of school/afterschool attendance.

Site Directors must follow these procedures to account for a student's absence:

- Bring the sign in sheet to the office with you. If the front office refuses to provide you with the school's absence list, Site Directors must call each parent or guardian of every student that is unaccounted for or absent from the program in order to verify their absence from the program;
- If an absent student's name does not appear on either the absentee list or the early dismissal list, check with the front office team members on the whereabouts of the student;
- If the front office can verify the absence and is able to provide further information about how the student went home, record that information along with the name of the school office team member on the AlphaBEST attendance sheet;
- The afterschool Site Director must call the parent/guardian to either verify and or ascertain the whereabouts of the student (record time and the name of Parent that was spoken to); and
- If you are unable to get a hold of either parent, let the principal/school administration know immediately. If a student is expected to attend the program and there has been no communication by parent, teacher or school administration about non-attendance, the team members must immediately call their Area Manager and proceed with the **"Missing Student Action Plan."**

Head Counts Every 30 Minutes

Team members verify that number with the sign-in sheet to ensure that all students are accounted for regularly. Team members must count heads before transitioning students to a new area; and, then again when they are in the new area.

Students Are Never Left Unattended

Team members maintain applicable team member to student ratio at all times. Additionally, team members are trained to keep students within their sight and sound at all times. Students are also monitored upon entering the restroom. The restroom is checked after all students have exited to ensure that the facilities are left in clean, working order.

Student Arriving Late

If a student does not arrive to the program as scheduled, the program team members will contact the school office to verify attendance that day. If the student was in attendance, but not in the program, parents or guardians will be contacted immediately. If the parent cannot be reached, program team members will contact the emergency contacts listed on the Enrollment Form. A student's absence from school does not necessarily prevent their attendance in the afterschool program unless they are sick or have been formally suspended from school. Parents/guardians who bring their child(ren) to the afterschool program after it has started must escort them to the sign-out desk and sign them into the program. These students may attend after school only within the program hours for which they are registered but must get prior permission from the Site Director to do so.

Non-AlphaBEST Students

Only students currently enrolled in the AlphaBEST program can attend our programs. There are liability ramifications when students are placed in before and after school without AlphaBEST Registration forms completed by the parent/guardian. The students enrolled must meet all requirements of the school district and must attend the before and after school program in which the child goes to school. Please check with your local AlphaBEST office for spring and summer camp residency requirements as school districts differ on who can attend these programs.



Missing Students

When students are inexplicably absent from AlphaBEST, the site team members will contact the principal or other school officials to verify absences or early releases from school. If the student attended school, team members will call the parent, legal guardian, and/or the emergency back-up person if the student does not report to afternoon AlphaBEST. If the team members determine a student is missing, the police will be contacted.

Within minutes of the school dismissal, all students should be accounted for on the current attendance sheet. If a student has not arrived or cannot immediately be accounted for, the AlphaBEST team members will begin the following missing student procedures.

The “Missing Student Action Plan” must be enforced and followed if a student is inexplicably absent from the program.

Missing Student Action Plan

These procedures require immediate action taken by the AlphaBEST Site Director, who will be held accountable.

When a student is determined to be missing or absent, the following plan must be executed:

- Check the school’s main office absence list and early dismissal list (verify FIRST AND LAST NAME of every absent student).
- Make sure that the student wasn’t dismissed as a walker or put onto a bus (HOLD THE BUSES if possible). If you find that the student has been put on the bus, contact the parent immediately, let the principal know and let your Area Manager know, as well.
- Contact the Area Manager, the principal, and the parent immediately. the AlphaBEST district/area manager will advise site team members on deciding if and when it would be appropriate to inform the police and the School District/Contractor. Record time and name of people you spoke with on the attendance sheet.
- Check the student's file for updates.
- Check the program’s voicemail again.
- Communicate with other team members, the front office, the teacher or the regional office for messages from the parent/guardian or have information about the student’s absence.
- Check the hallways, closest bathroom, areas nearest to the program.
- Check the student’s classroom and try to speak with the students in the classroom that attend your program.

If a student can’t be located, the local police department must be notified immediately.

If for any reason a team member is unable to locate a student during the program, the following procedure must be executed:

- The team member in question will inform both the Site Director and the rest of the AlphaBEST team that the student is missing and do a thorough search of the entire premises. The team members will perform Roll Call for the entire program and verify this against EZ Student Track Sign Out to ensure all other students are accounted.
- Check the records of the missing student for any relevant details that might have a bearing on the situation (e.g. any court orders in place against either parent, the medical condition of the student, etc.).
- The team members will be careful not to create an atmosphere of panic and to ensure that the other students remain safe and adequately supervised.
- The Site Director will nominate a member of team members to search the area surrounding the premises. All team members will be extra vigilant to any potentially suspicious behavior or persons in and around the school/program. The team members will attempt to use the intercom and perform an all call in the building, if possible.
- If after 15 minutes of thorough searching the student is still missing, the Site Director will inform their Area Manager, the student's parent, the principal and the police (in that order).
- Check surrounding school campus and neighborhoods by car (one team member) and possibly go to student's home address. If the student's home is within walking distance, a team member may set out on foot to attempt to catch up with him/her and team members will drive along the main roads to search for the student.
- While waiting for the police, the Area Manager and the parent to arrive, searches for the student should continue. During this time, team members will strive to maintain a normal environment for the students in attendance at the program.
- The Site Director is responsible for meeting with the police and the missing student's parent(s). The Site Director will coordinate any actions instructed by the police, and do all she/he can to comfort and reassure the parent(s) and control the scene.
- All incidents of students missing from AlphaBEST require an Incident Report and individual statements from each team member. A timeline of events will be attached to the incident report along with the team member's statements. This report should be completed before any team members leave for the day. Any team members including, the Site Director, that was directly responsible for the missing student will be placed on unpaid suspension. Disciplinary action, including termination, will be based on the results of the investigation.
- CPS and Licensing (if necessary) will be notified of the missing student incident within twenty-four (24) hours by the Area Manager. A complete record of events at the time the student was found included in the incident report. Witnesses will be interviewed and asked to provide written statements. If appropriate, procedures would be adjusted.

Actions to be followed by team members once the student is found:

- 1) The Area Manager will contact the parents and any emergency services involved.
 - 2) The Area Manager will contact and/or provide the full incident report to the school/contractor.
 - 3) The team members will talk to, take care of and, if necessary, comfort the student.
 - 4) The team members will speak to the other students to ensure they understand why they should not leave the premises or separate from a group.
 - 5) Inform all team members that the student has been found.
 - 6) The Site Director and Area Manager will speak to the parents to discuss events and give an account of the incident.
 - 7) The Area Manager will assure the parents that there will be a full investigation (if appropriate involving social services/local policing authorities).
 - 8) Media inquiries should be referred to the Regional Director.
 - 9) The investigation should involve all witnesses, including providing written statements.
- The report should be detailed covering: time, place, numbers of team members and students, when the student was last seen, what appears to have happened, the length of time that the student was missing, an explanation of how the student disappeared, and recommendations for prevention and educating students and team members.

Issues of Custody or Care

AlphaBEST strives to provide a stable environment for each child. This includes keeping lines of communication open with all custodial parties and following court orders to arrange suitable and agreeable visitation and exchange times. If we are not successful, we will refer the family back to attorneys, therapists, caseworkers, or the parents/guardians involved. We will not act as a mediator or go-between. In accordance with licensing standards, appropriate legal paperwork shall be kept on file. **Please directly give the AlphaBEST Site Director any legal paperwork and changes in your custody agreement.**

Legal documentation, in the form of a certified copy, must be provided to AlphaBEST regarding any custodial evidence or authority limitations of either parent or guardian. Without legal documentation to the program attended by the child, either parent will be allowed full access to the child at all times of program operation. The parent or legal guardian is responsible for providing AlphaBEST with the certified copy of the order. In the event that the certified copy of the order expressly states that either a natural or adoptive parent or legal guardian shall not have any contact with the child or children, AlphaBEST personnel shall first notify the local police department, and only then attempt to notify the custodial parent or legal guardian. If parents are not able to resolve disagreements, AlphaBEST may ask them to remove the child from the program.

Neither administrators nor team members of AlphaBEST shall be permitted, during working hours, to take time from their regular duties to provide testimony, affidavits, or otherwise act as a witness on behalf of a natural or adoptive parent or legal guardian involving matters such as custody, care support, visitation, or control of the enrolled child or children without service of a subpoena.

Child Protection

Safety Procedures for Release of Children

- **Release of Children:** The door to enter the program remains locked at all times. Parents/authorized guardians must ring a doorbell to gain access. Prior to closing each day, a pre-authorized person must sign out each child using their photo identification card and unique PIN in AlphaBEST's Parent Portal. The Portal maintains an electronic record of who was picked up, when, and by whom. Any changes to the list of pre-authorized people must be executed in-person on the Enrollment Form in the presence of AlphaBEST management. For children's protection, AlphaBEST will only release a child to the child's parents, guardians, or to another authorized person whose identity has been verified through a photo-identification card. The AlphaBEST team members must have written notification, with explicit instructions from the parent or guardian, before child(ren) may leave with a person who is not listed on the form. To ensure your child's safety, all persons coming to the center to pick-up children will be required to show picture identification before the team members will release your child to them. Please remind your back-up people to bring identification into the building with them when they pick-up your child.
- **If a child is not picked up by the close of the program, all authorized and emergency contacts on the application will be contacted.** If the contacts are not reached by phone, and the child is not picked after thirty (30) minutes, then the appropriate state agency and/or the local police authority will be contacted. Additionally, if notification is received that the parents or guardians are not available due to death, illness, emergency, or any other cause, then the child may be released to protective services of the state or the local police authority. Where applicable, this procedure will be done in accordance with state child care licensing regulations.
- **Parent/Guardian/Authorized Pick-up Expectations:** AlphaBEST holds high expectations for our team members and students. The expectation is for everyone to act in a professional manner and treat everyone with respect. Team members, students, and parents/guardians must meet the same standards. Children may be dismissed from the program if their parent/legal guardian displays inappropriate behavior with AlphaBEST team members, other children, or other parents/legal guardians.
- **Federal and state laws require that:** AlphaBEST employees report suspected cases of child abuse or neglect by contacting the appropriate state agency or the **National Child Abuse Hotline at 1-800-4ACHILD**. This information is to be held confidential between the employee and the contact at the agency. This includes the reporting of parents and guardians who appear to be impaired by drugs or alcohol.

Visitor Procedures

All team members must stop or prevent unknown individuals from entering the building or walking around the school. If a team member encounters someone that does not have a school or visitor badge, they must escort that person directly to the school office or make them walk outside of the building to the front of the school and sign in as a visitor. Please note that we are required to by licensing in certain states to maintain a visitor log, which keeps an ongoing record of visitors to our program. The visitations recorded on this log must be prearranged or preapproved. The only exceptions are AlphaBEST administrative team members, school district team members, or a licensing specialist. Visitors that are on school business and encounter our team members or students are required to sign the visitors log prior to entering the program. A custodial parent shall be admitted to their child's before or after school program for visitation purposes. Such right of admission shall apply only while the child is

in the program, in accordance with state laws and regulations. Team members are not permitted to sign out any student from the program or transport any student in their vehicle.

Volunteers and Chaperones

Parents and other individuals may participate with their children in a variety of activities. In order to volunteer in an AlphaBEST program, volunteers will be subject to AlphaBEST background procedures and comply with state required background check. This may include a drug screen, criminal background, and FBI check.

Volunteers will also need to complete a volunteer application

(<https://form.jotform.us/AlphaBESTEducation/volunteer-form>) and sign a liability waiver. A chaperone must be a parent or legal guardian of a student participating in the program event. A volunteer or chaperone may not bring other children that are not enrolled in the program. Volunteers or chaperones are not a substitute for team members and must always be supervised when working with students.

Volunteers and Chaperones must:

- Maintain strict confidentiality of student information;
- Must NOT discipline students;

Report discipline problems to team members;

- Volunteers must always be supervised when working with students; and
- Follow all AlphaBEST policies and procedures and any directions received from a team member.

Playground Safety

Facilities:

- School fields, playgrounds, and ball courts must be inspected daily and cleared of debris, glass, obstructions, etc.;
- Playground equipment must be checked for safety deficiencies; Hazardous conditions shall be reported to the Site Director (e.g., ant mounds, large holes, broken playground equipment, etc.); and Playground equipment must only be used by appropriate age groups.

Team members will:

- Organize, supervise, and observe students, making sure students are using playground equipment correctly;
 - Examples of inappropriate activities not allowed during playground time:
 - Rough contact sports (e.g., tackle football);
 - Baseball/softball (with hard balls and bats);
 - Dodgeball or like games in which an object is thrown by one person at another;
 - Skateboarding;
 - Tug-of-war;
 - Red Rover; and
 - Blindfolded games or activities.
- Supervise, but NOT participate in games, in order to observe all students at all times;
- Be spaced strategically around the play area when more than one group of students are utilizing the same facility to provide adequate supervision (no team members' "clumping");
- Review new activities/games with afterschool Site Director prior to implementation;
- Not have personal drinks such as sodas, coffee, etc. Water is permissible; and
- Team members, volunteers, and students shall wash their hands with soap and running water, dry thoroughly, and follow personal hygiene procedures for themselves, or while assisting others, and immediately after outdoor play.

Site Director will:

- Review team members' daily scheduled outside activities for appropriateness;
- Train team members on playground safety during orientation;
- Know how to complete Student Accident/Incident Reports and Student Behavior Reports; and
- Initiate work orders or contact the school custodian if any safety hazards are present.

Playground supplies:

- Walkie talkies – two-way radios; and
- First aid equipment, incident and accident report forms, and pen.

JOT Forms (Operations & Accountability)

The screenshot shows a 'Site Visit Log' form with the following fields:

- Area Manager/Program Specialist *
 - First Name
 - Last Name
- Month *
- Date of Visit *
 - Month
 - Day
 - Year
- Time in *
 - Hour
 - Minutes
 - AM/PM
- State *
- Site *

AlphaBEST uses Jotform as our way of collecting information via forms. The Jotform website is www.jotform.com. Jotform provides a quick and easy way of collecting data throughout the course of the year. From time to time, AlphaBEST staff will be expected to respond promptly to forms ranging from curriculum surveys to IT information to HR follow up. AlphaBEST management is then able to use these forms and the feedback provided to meet the needs of our parents, staff, and the schools that we serve. Below are some of the most common forms that are used (keep in mind forms are updated and added throughout the year).

Accommodation Documentation

Website: <https://form.jotform.us/AlphaBESTEducation/AccommodationDocumentation>

The Accommodation Documentation is to be used in conjunction with the Accommodation Plan. This form is used to document what methods of accommodations were used, their effectiveness, and the response of the child (whether positive or negative).

Accommodation Plan

Website: <https://form.jotform.us/AlphaBESTEducation/AccommodationPlan>

The Accommodation Plan is an agreement between the program and family. It shows how the program will support the child, what reasonable accommodations will be provided, and who will be responsible for providing the accommodations. This plan also details how the accommodations and child's participation will be monitored and modified. If a team is formed to support the child, this is a good place to delineate the roles and responsibilities of the key players.

CPS Call Form

Website: <https://form.jotform.us/AlphaBESTEducation/CPSCallForm>

This form should be completed by the Area Manager prior to calling the Child Abuse number. This form requests all the information that the hotline intake person should request during the call. Please fill this out with as much detail as possible and have it open while making the call to include additional notes as needed.

Incident Investigation Form

Website: <https://www.jotform.com/AlphaBESTEducation/InvestigationReport>

The Investigation Report should be used for any serious issues which occur at the program. This is to be completed by the Area Manager within 24 hours of knowledge of the incident. This report provides details of what occurred, why it occurred, and what can be done to prevent this from happening again in the future.

Licensing Initial Notice

Website: <https://form.jotform.com/AlphaBESTEducation/LicensingNotice>

This form must be completed by the Area Manager within 24 hours of a licensing inspection, subsidy inspection, or CPS visit to the site. This form is designed to summarize how the inspection went and if any violations were given. The Area Manager must note what kind of violation was received and the plan to correct the violation. A scan of the inspection results must be uploaded as well. An email will be sent to the Area Manager upon completion with a link to edit in case they need to upload the results at a later time.

Media Request Form

Website: <https://form.jotform.com/AlphaBESTEducation/MediaRequestForm>

This form is used to request media items from the Support Center. It requests detailed information so that the media team is able to assist in a timely manner. Forms should be filled out with advanced notice in order for support to be provided.

Program Support Tool

Website: <https://form.jotform.com/80163904134147>

This form is to be used by Program Specialists during visits to a program. This form is designed to provide insight to the Area Manager on what the Program Specialist sees and does while out in the programs.

Site Visit Log

Website: <https://form.jotform.com/73175680021148>

This is to be used by Area Managers and Program Specialists during their visits to sites. This is a quick form to note the time and date of the visit and a quick note on how it went. The Site Director will sign off on the form prior to it being submitted.

Standards of Quality

Website: <https://www.jotform.com/AlphaBESTEducation/StandardsofQuality>

The Standards of Quality are designed after several different child care assessment tools. This form is being used by AlphaBEST to ensure that our programs are meeting the expectations of the parents and students we serve daily. This form is designed to be done throughout the course of the year and should be an ongoing project of the Area Manager. The person completing the form is able to work on different tabs at their own pace and save and come back to work on the form again later.

These are some of the forms that are used often throughout the course of the school year. Additional forms are created as needed and sent out to parents, staff, or school personnel. Submit a Tech Support Request (<https://www.alphabest.org/techsupport/>) if assistance is needed with creating a form or setting up an account.



DOMO Reporting

Domo is a website-based platform that allows AlphaBEST to combine all of its data sources in one location. AlphaBEST utilizes Domo to enable real time feedback regarding our EZ Child Track Software, ADP, Jotform, and other sources' data. Domo is currently set up with different user groups who receive different information and methods of data each week.

Site Reporting in Domo

Each week sites receive an email from Domo with information about their specific program. These emails are sent on Monday based on information from the previous week. The email includes information on the number of students, labor percentage, outstanding balances, hours worked vs. expected hours, and much more. This report is an important tool that should be carefully reviewed each week. Site Directors need to use this tool to measure the success of their program throughout the course of the year.

Area Manager and Regional Director Reporting

AlphaBEST employees in these positions have their own personal login to access the Domo platform. These logins provide personalized reports for the user. These reports are able to be manipulated to show specific time periods, clusters, or sites. The Area Manager Dashboard consists of:

- Sites and Staff - This tab shows the sites and staff managed, enrollment and attendance, employee compensation, and upcoming important dates such as anniversaries or birthdays;
- Site Visits - This tab includes information from the Area Manager Site Visit Log as well as the Program Support Tool. It provides detailed information of how the prior week's visits went and what was observed at the site;
- Labor Management - This tab includes employee works hours and labor goals. Here you will find how each site did with their total hours worked vs. expected hours work, the average attendance ratio, labor to tuition percentage, as well as training hours for staff;
- Risk Management - This tab shows details regarding licensing visits, Performance Action Plans, Student Accidents, Worker's Compensation, and Pending Litigation; and
- Tracking Dollars - This section shows the details regarding the financial side of the sites. This includes tracking discounts and accounts receivable as well as expenses (telephone, data, printing, snacks, etc.).

The reports in Domo are designed to give quick information for those logged in users. These cards of data may also be dug into deeper by clicking on the card to find out more information (such as what purchases were included in telephone expenses for instance).

Employees with Domo logins are expected to login and use their Domo Dashboard consistently throughout the course of the year. This information is designed to enable managers to make educated decisions that assist with the success of their program.

Field Trip Procedures

Field trip forms can be accessed from the following links:

[ALPHABEST FIELD TRIP PERMISSION FORM](#)

[ALPHABEST FIELD TRIP ROSTER](#)

Guidelines for Site Directors:

- Requests for field trips should be processed at least 2 months in advance to the scheduled date of the trips to ensure that dates are available. Final approval or disapproval shall be granted by the Regional Director.
- Field trip details must be clearly identified on the permission slip, which is part of the registration process, with detailed information about date, time, locations, means of transportation, and any fees for which the student is responsible.
- Contact any parents whose student may require special accommodations and/or medications administered on the field trip.
- Program specialists and Area Managers must accompany all field trips. Site Directors stay at the camp site during the field trip.
- Whenever practical, the site of the field trip should be visited in advance by the Site Director or appropriate team members to evaluate potential risks and, through effective planning, to minimize any risks associated with the location.
- Site Directors shall confirm that all students scheduled to attend a field trip have checked off the permission slip section on the registration form in advance of the scheduled field trip date. Any updates to the roster should be reported the day of the trip as the roster will be used to mark those in attendance on the day of the trip. The permission slips must match the rosters and include complete information about the date, duration, location, and transportation plan for each field trip.

Guidelines for Students:

- Students participating in field trips are expected to conform to the same standards of behavior as published in the Parent Handbook Behavior Policy.
- Parent(s) may drop off their student at the field trip location. The Site Director shall provide the contact number, and the Area Manager responsible for supervising the field trip must coordinate with the parent(s) regarding where and when to drop off and check in the student at the field trip location. Students dropped off by their parent(s) at the field trip location must remain at the site after the planned activity is completed..
- If applicable, for water-related field trips refer to Water Safety Procedures. Parents must complete the Water Related Field Trip Form (swimming ability verified) and the field trip must be approved through risk management.
- Many potential liability situations can occur on a field trip; therefore, team members are responsible for ensuring that the following safety guidelines are met concerning safety and behavior while outside the program site:
 - Set behavioral expectations for the field trip and discuss them with the students prior to departure;
 - Describe the consequences for not behaving properly prior to embarking on the trip;
 - Any violation of this behavior policy will result in disciplinary action and/or sanctions that will prevent this student to attend any other field trips in the future;
 - Ensure that the student/supervision ratio meets board/school/state standards;
 - Assign students to specific Zone Leader;

- Create attendance roster and file with appropriate school personnel. Also, take along attendance roster to check that everyone is accounted for every time the group transitions and before leaving any area;
- Ensure that safety gear and first aid equipment are readily available and in plain view;
- Zone Leaders must check attendance and know the whereabouts of students at all times and must remain with the group at all times;
- Zone Leader must follow ratios and not group up with other groups;
- Zone Leader must ensure students are respecting property and nature during the field trip;

Designate Area Managers and Program Specialists who are trained and skilled in administering medications (e.g., insulin and Epi-pens). They should control and administer all medication and stay close to those children who are at risk because in an emergency, seconds can matter;

Provide distinctive identification for your students (i.e., bright AlphaBEST shirts, caps, prominent name badges, etc.). Additionally, all student must also wear a wristband with AlphaBEST's contact information including the contact phone number at all times on the field trip; and

Face to name checks must be done every thirty (30) minutes, or if the field trip changes locations. Count faces not just heads. Regularly determine that you have the right students, not just the right number of students.

Transportation:

- Whenever possible, chartered buses or district owned buses should be used for transportation on a field trip. Public transportation (e.g., regularly scheduled trains or buses) is not an appropriate means of transportation for a field trip. Privately owned vehicles must not be used for transporting students on field trips. Charter bus companies must provide the drivers and all background checks, training and driving record checks to AlphaBEST. Should a charter bus company be used, then adhere to the following:
 - Driver must have an acceptable driving record, which consists of:
 - No more than one (1) violation in the past two (2) years;
 - No violations more serious than a speeding ticket or failure to obey traffic control; and
 - No at fault accidents in the past two (2) years.
- The use of transportation provided by the school district for the field trip is strongly urged.
- Team members must NOT personally transport students.
- If a district owned vehicle is used for a field trip, then the vehicle is insured by the district for liability and physical damage.
- The use of a private passenger van with a capacity of twelve (12) or more for transportation to and from an academic field trip is prohibited. Use of mini-buses is acceptable.
- If a chartered bus is used, then the bus must be secured from a company approved by the school district procurement department.
- All field trips shall be supervised by team members. Any time students are in the vehicle, at least one (1) team member or chaperone is also expected to ride in the vehicle to supervise students upon return to the district and while they are waiting for rides home. Additionally, team members must be positioned strategically throughout the bus to supervise the students.
- Students not affiliated with the trip activity, non AlphaBEST students, and/or children of preschool age shall not be permitted to ride on the trip vehicle.



Guidelines for Safety and Behavior:

Safe Delivery of Health-Related Services for our Students During the Trip:

- Given the significant increase in students with special health care needs, including medication administration and procedures, sufficient time is required to accommodate student's health needs.
- Medications will ONLY be signed IN or OUT to a trained medication assistant. All medications checked out for field trips MUST be checked in upon return to school.
- Medication taken on field trips will be accompanied by a copy of the medication administration record, school medication prescriber/parent authorization form, parent/guardian authorization for field trip form, and the emergency care plan.
- Medications will be kept in the original container at ALL times.
- Medications taken on field trips must be appropriately secured and well supervised throughout the trip.
- Students who require ready access to medication during the trip, e.g. asthma inhalers, should never be significantly separated from the person designated to assist or administer the medication.



Snacks

The AlphaBEST program must provide daily snacks for all after school students. Snack orders should be based on actual attendance and not on enrollment. Hand washing or sanitizing must take place prior to snack distribution and before cooking activities. Napkins or paper towels must be made available. Snacks must be served and eaten inside unless a specific outdoor activity with snacks have been planned. A snack time of at least fifteen minutes must be scheduled within thirty minutes of the start of the afterschool program. Snacks served in the afterschool program must meet the United States Department of Agriculture's (USDA) "All Foods Sold in Schools" standards, also referred to as "Smart Snacks in Schools." For more information, refer to USDA Tools for Schools: Focusing on Smart Snacks. Food and drink items must be purchased and served from original containers. Bulk items may be purchased and served to students in individual cups, napkins or plates. Bulk items must be new and unopened when received for distribution. Food items prepared at home may not be given to afterschool students. The use of vending machines for after school snacks are prohibited. Snacks may not be sold to individual students. Occasional exceptions may be made to the USDA's "Smart Snacks in Schools" standards, as long as snacks are served more than thirty minutes afterschool dismissal. These exceptions may occur no more than two to three times per month and should be used for special occasions or celebrations within the afterschool program.

AlphaBEST programs may also participate in the Child and Adult Care Food Program (CACFP). Programs that are enrolled in this will be required to document the number of snacks served each afternoon to the students. Each student is required to be served a snack. Students may choose not to eat their snack and place it on a designated "Share Table." AlphaBEST staff will turn in their snack counts to their Area Manager at the end of every month for reimbursement through the CACFP.

Ratios & Enrollment

Enrollment targets of students should be maintained to remain fiscally solvent. If program enrollment falls below the set target, the Site Director must work directly with the Area Manager to determine how to best market the program. If program enrollment decreases to the point of incurring a budget deficit the Regional Director will work directly with the Area Manager, Site Director, and the CFO to determine the viability of the program.

Video Usage

It is a violation of copyright law to show videos at "public performances," (e.g., afterschool programs, summer programs, recreational programs, etc.) without a license to do so. **Under no circumstances may rented or purchased videos be used in the AlphaBEST program without a license.** This infringement may be subject to substantial civil penalty. The Federal Copyright Act (Title 17 of the U.S. Code) governs how copyrighted materials, such as movies, may be used. Neither the rental nor the purchase of a movie carries with it the right to show the movie publicly outside the home, unless the site where the movie is used is properly licensed for public exhibition. Please see additional policies related to streaming video and the use of AlphaBEST equipment to stream video in the Technology Usage section.

Technology Usage

Student use and access to District technology resources is authorized exclusively for academic purposes. Student use must be related to the curriculum, academic development of the student or an extracurricular activity. The Superintendent of each School District has established the accepted network user standards of behavior, as well as guidelines, which apply to students using District technology resources. For more information, refer to School Board Policy and/or the District's Information Technology (IT) User Standards and Guidelines Manual.

Employee use of technology when using District technology resources, applications, databases, and supplies, AlphaBEST employees shall adhere to all District standards, protocols and applicable laws. For more information, refer to School Board Policy and the District's Information Technology (IT) User Standards and Guidelines Manual. For policies surrounding the student and employee use of AlphaBEST provided technology refer to the AlphaBEST Technology section below.

Television usage is not part of our regular programming. Televisions may be used on rare or special occasions on a limited basis. Viewing should be limited to one (1) movie during program time. Viewing longer than one (1) hour must be broken into two (2) time periods with a short intermission period for stretching and movement. Staff shall ensure that televisions, computers, and other video equipment are limited to only educational and instructional uses, are age and developmentally appropriate, and are not used as a substitute for planned activities and/or for passive viewing. Staff shall also ensure that an alternate activity is offered to any student who does not want to watch television.

Telephone Coverage

Telephone coverage by an adult team member is required during after school program hours. If it is not possible to provide phone coverage in the afterschool office during program hours, a cell phone must be kept with the afterschool site director during program hours. Afterschool Site Directors must have access to a cell phone in case of an emergency. Cell phones must be taken on student field trips away from the school center. **Team members' cell phones are to be used for emergency purposes only**, or when the afterschool phone is not available. Afterschool team members must have access to the emergency cell phone. All emergency numbers including the fire department, police department, School Police department, National Poison Center (1-800-222-1222) and Abuse Hotline must be posted near the afterschool phone and saved on the afterschool cell phone. Emergency numbers of school administrators must be available to the afterschool site director and their designee. During program hours, parents/guardians must be able to contact the afterschool program via telephone. Voicemail for the afterschool telephone must be current and checked several times daily.

Discounts

Only ONE discount will be given per family. Discounts only apply to FULL-TIME 5-day enrollments. Discounts cannot be applied to punch passes (Punch passes can only be used on regular school days (before and/or after) and not on early dismissal or full day/week of care days.)

Proof of discount eligibility, such as a military ID badge or School District ID badge, is due at time of registration. Once proof of eligibility has been provided, discounts will begin on the next billing cycle.

Only the sibling discount can be applied to alternative care and holiday camp days. No other discounts will be provided.

Emergency Procedures

AlphaBEST's policy is to maintain essential operations during any incident or emergency situation while providing for the protection of life, health, and safety for all students and team members. Team members must be trained for emergencies. An **emergency** is a situation that poses an immediate risk to **health, life, property, or environment**. Most emergencies require urgent intervention to prevent a worsening of the situation; although in some situations, the emergency may not require immediate response and local agencies can be contacted for help. A list of local emergency numbers should be posted that includes local police and fire department, physician or nurse on team members at site, and poison control. The American Association of Poison Control Center offers a hotline: 1-800-222-1222. Individual state hotlines are available as well. **In the event of an emergency that requires immediate attention, call 911.**

AlphaBEST has site-specific Emergency Response Plans at each school. An example plan is located at www.alphabest.org/wp-content/uploads/2014/11/Emergency-Preparedness-Plan-1.docx

The plan covers things not specifically mentioned in the handbook such as bomb threats and intruders. The team member is responsible to read that plan along with this handbook.

Licensing Standards require that the site shall have an Emergency Preparedness Plan that addresses team members' responsibility and facility readiness with respect to emergency evacuation and shelter-in-place. AlphaBEST Emergency Plans include medical conditions, illnesses, first aid, and medicine administration, accidents and injuries. Emergency evacuation and shelter-in-place procedures/maps must be posted in a noticeable location on each floor of each building where the team members and children can easily see them. The Fire Marshal will check on proper location, exit routes and signs, and other related requirements for emergency preparedness. In a situation that requires a lock down, AlphaBEST will follow the procedures of the school.

To ensure safety during an emergency, the following must be observed at all times:

- All emergency exits are to be free from any obstacles. Backpacks should be lined up neatly with the straps facing the wall to ensure walkways are also clear from any obstacles;
- Backpacks should be kept away from exits and entryways;
- To ensure safety while transitioning, team members should use techniques so that group transitions are smooth; and
- Team members should also enforce the buddy system when the whole group is not transitioning (i.e. traveling in pairs, traveling in threes when being dismissed).

Emergency Drills

AlphaBEST emergency **evacuation drills are conducted monthly**. Fire drills are done twice (2) a month (once in the morning and once in the afternoon) alongside quarterly shelter-in-place drills. The drills must be on different types of emergencies. Team members will follow the form in the Emergency Preparedness Plan which shows which drills must be done each month. This will then be posted on the Parent Board.

Site Directors train team members in drill procedures and provide them with copies of evacuation routes. Team members must take attendance during each drill. Every bathroom must be checked to ensure all students have left the building. Site Directors must call the fire department immediately should the need arise and should be familiar with the school evacuation plan and how it works. **Team members are instructed on emergency procedures and sign off.** Parents are informed of the place where their students will be taken in case of emergencies. A form is posted in the afterschool site where drills may be recorded. A Crisis Response Manual must be visibly located for all team members.



Emergency Equipment, Procedures & Communications

The following equipment and/or manuals must be kept in a known team members location designated by the Site Director:

1. First aid kit (additional first aid kits must be kept with team members)
2. Two separate containers for locking hot and cold medications
3. Emergency Resources:
 - a. Crisis Response Kit
 - b. AlphaBEST program Crisis Response Manual
(<https://www.alphabest.org/wp-content/uploads/2018/07/AB-EmergencyProcedureFlipchart-FINAL.pdf>)

The site team members must have access to the Crisis Response manual at all times. AlphaBEST site directors must carry walkie-talkies at all times, and they must be kept on channel one at all times. All emergency exits must be free of any obstacles. Backpacks must be neatly placed in an area in baskets away from walkways to prevent trips and falls. To ensure safety while transitioning, team members must use techniques for smooth group transitions. Team members must enforce the buddy system when groups are not transitioning (e.g., traveling in pairs, traveling in threes when being dismissed, etc.)

Crisis Response FLIP Book Procedures Include the following:

<ul style="list-style-type: none">✓ Fire Alarm - Evacuation✓ Chemical Release- Shelter in Place✓ Internal/External Threats- Lockdown✓ Severe Weather Watch/Warning✓ Bomb Threat✓ No Show Child✓ Missing Child	<ul style="list-style-type: none">✓ No Power✓ No Water✓ Non-custodial Pick Up✓ Impaired Pick Up✓ Employee Injury✓ Allergic Reaction
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<https://www.alphabest.org/wp-content/uploads/2018/07/AB-EmergencyProcedureFlipchart-FINAL.pdf>

DISASTER EVACUATION PLAN

Procedures for the safe evacuation of the building and shelter-in-place must be discussed with team members before they begin work with the children.

Personnel in charge of evacuation:

1. The Site Director is responsible for all phases of evacuation. In the Site Director's absence, the Group Leader shall assume responsibility.
2. The Site Director is responsible for removing the sign-in and sign-out sheets and the ledger card file containing current names, addresses, and phone numbers of children enrolled.
3. The Zone Leaders will be responsible for the children in the classroom and the attendance sheet.
4. The rooms will be designated as follows: A B C D E
5. All team members are required to be familiar with the evacuation plan.
6. Team members will evacuate immediately taking the children outside after the alarm, weather station report, or notification by runner.
7. Team members will follow the posted evacuation notice for proper exit routing from the classroom.

Precautions to observe:

1. Keep all children as calm as possible.
2. Keep all children together in your group.
3. Remind children to walk as they exit the building.
4. Close all classroom doors.
5. Reassure the children of your presence and their safety.
6. Move the children out of danger as far as possible. Take children to the emergency shelter area designated on plan.
7. Take attendance sheet with you as you exit.
8. After the children are evacuated from the building, the Site Director or Group Leader should check the attendance sheet and the sign-in sheet, and count the children to be sure all children and teachers are accounted for and no one returns for personal belongings. Site Directors should check restrooms for children.
9. No one is to re-enter the building until proper authorities have deemed the building safe.

Evacuation to emergency shelter:

Emergency accommodations will be provided and outlined in the Crisis Response Manual. The Site Director will lead the evacuated children to the shelter and will directly supervise them until further arrangements are made with emergency personnel and/or their parents/guardians.

FIRE EVACUATION PLAN

Fire extinguishers should only be used if a child is in danger or if you have to use it to escape. **Team members should be informed of procedures to follow in case of an actual fire. The Site Director should designate and know which team member is responsible for phoning the fire department; exactly what role they should play, whether it is strictly getting the children out of the building, operation of any safety equipment or fire extinguishers, or supervision once the children have gotten outside.** The main goal is to get the children to safety. Team members should not stress trying to put the fire out, but should focus on the student safety during these times.

Remember, the most important priority in the event of a fire is to get everyone out of the building immediately. Then, call the fire department. All team members should be trained to use the extinguishers. Emergency telephone numbers and guidelines for telephoning should be posted by all telephones accessible to the team members.

Team members should be made aware of procedures for informing parents in case of a disaster. The center should have a specific, written procedure for parents to follow, which should be outlined in a letter to the parents.

Fire drills shall be held on a regular basis at different times of the day to involve all team members.

See Disaster Evacuation Plan: Precautions to Observe –

Follow steps 1 through 9.

10. Close the fire door when the children are safely out of the room. The Site Director or Group/Zone Leader must remember to evacuate the kitchen and close the fire door.
11. Building may be re-entered only when authorization has been given by the fire department.



WEATHER RELATED EMERGENCIES & EVACUATION PLAN

Procedures for dealing with weather-related emergencies that are likely to occur in your area should be explained to team members. If duties are to be assigned, each team member should be aware of his or her specific responsibilities.

TORNADO EVACUATION PLAN Definitions:

- **Watch:** Weather conditions, which can develop into a tornado.
- **Warning:** A tornado has been spotted or indicated on radar.

Personnel in Charge of Tornado Procedures:

1. The Site Director is responsible for all phases of the tornado procedures. In the Site Director's absence, the Group/Zone Leader shall assume responsibility.
2. The Site Director is responsible for removing the sign-in/out sheet and the ledger card file containing correct names, addresses, phone numbers and children enrolled.
3. All classrooms are designated either A B C D E and will proceed to areas designated either 1 2 3 4 or the restroom.

Procedures in the event of a tornado drill:

1. Tornado drills will be conducted twice (2) quarterly. Team members should use the drill form on the Parent Board as a guide for when these drills should be done.
2. During the tornado season, the Site Director and/or Group/Zone Leader will serve as weather spotters and be particularly alert to threatening weather. (Examples: dark, rolling clouds, hail, driving rain, a sudden increase in wind in addition to the telltale funnel cloud, etc.).
3. During threatening weather, the Site Director and/or Group/Zone Leader will monitor commercial radio stations for announcements of tornado warnings.
4. The local city alarm warning system will be used as well as the center alarm system.
5. Each group will go to its designated area when the alarm sounds.
6. Children in shelter during warning shall assume protective postures during imminent danger. Facing interior walls, command: "Knees and elbows on the floor!" Command: "Everyone down!" Command: "Hands over the back of the head"
7. Children will remain in the shelter until warning has been lifted.
8. Tornado procedures for vans:
 - a. Vans will not be driven during a tornado warning and are not to leave the site if a tornado watch has been issued.
 - b. During tornado watches, van drivers shall monitor commercial radio weather report warnings. In the event of an approaching tornado, the children shall lie face down, hands over heads in a near-by ditch or ravine.
 - d. Shelter in the ditch or ravine should be far enough away to prevent the van from toppling over on the children.
 - e. If a tornado warning is in effect and a parent arrives to pick up a child, the parent will be advised to remain at the site until the warning is over.

Medical Emergencies

Life-Threatening Medical Emergency means that the patient requires immediate medical intervention to stabilize and prevent the medical condition from deteriorating. Examples of life-threatening medical emergencies are: compound fractures; severe lacerations; internal bleeding; severe burns; difficulty in breathing; heart problems; shock; severe allergic reactions to insect bites/foods, medications; poisonous plant contact or animal bites; ingestion of chemicals/poisoning; and unconsciousness.



Procedures for Life-Threatening Emergencies

Person finding injured or ill person shall:

- Remain calm, render first aid, and call for help;
- *Do not move* the injured or sick person unless his/her safety and health are at risk;
- Call 911 for emergency medical services and report the incident or request someone else to call; and
- Stay on the line with the dispatcher and provide information as requested.

Team Member or designee shall:

1. Call 911 immediately and then make sure to report the incident to the AlphaBEST office;
2. Assign an individual to meet the emergency medical personnel to guide them to the location;
3. Pull the medical release form of the injured from the files and provide it to the emergency medical personnel upon arrival;
4. Assign a team member to accompany the patient to the hospital;
5. Make notification to accompany the patient to the hospital;
6. Ensure that the appropriate paperwork is completed;
7. Contact the following to report the incident:
 - a. Area Manager, who will then contact
 - b. Licensing Specialist
8. Maintain communications with all parties.

Emergency Preparedness for Transporting Children

Team members should be aware of emergency procedures for transporting children (field trips, pickup/drop off children to or from schools, etc.). The procedures should always be kept in the vehicle(s) used to transport children in the event that one of the following need to be contacted: local emergency assistance, potential shelters, or hospitals. Evacuation routes that pertain to each site/location frequently visited, and/or routes frequently driven for site business, should be contained in the emergency procedures.

Emergency Equipment

The following equipment and/or manuals are kept in the AlphaBEST afterschool cabinets or office:

1. First aid kit (additional first aid kits with team members);
2. Two (2) separate containers for locking hot and cold medications;
3. Crisis Response Manual;
4. A battery-operated radio and extra batteries will be purchased and kept in the afterschool office; and
5. Flashlight.

Disability Accommodations

In sites that have children who have physical disabilities, temporary physical limitations, other developmental disabilities or those who may need additional assistance (including but not limited to those with disabilities), all exits and steps necessary for evacuation will have ramps that meet ADA requirements and will be clearly marked or identified. Children who have ambulatory difficulty, mobility limitations or impairments, use wheelchairs or other equipment that must be transported with the child (such as an oxygen ventilator) will be located on the ground floor of the facility that AlphaBEST operates in and provisions will be made for efficient emergency evacuation to a safe sheltered area by the site director at each location that follows the school's emergency evacuation plan. Children who have special medical or dietary needs will have their medical equipment brought along during an evacuation by their group leader.

The school facility that AlphaBEST will operate in will meet building code standards for the community and also the requirements under the Americans with Disabilities Act (ADA) and their access guidelines. Locating children in wheelchairs or those with special equipment/needs on the ground floor will eliminate the need for transporting these children down the stairs during an emergency evacuation. In buildings where the ground floor cannot be used for such children, arrangements will be made by the site director at each location to move children to a safe location, such as a fire tower stairwell, during an emergency exit. Children with diabetes, asthma, or special medical diets will need medication or special foods brought along during an evacuation by their group leader.

Injury Prevention

1. Proper supervision is maintained at all times, both indoors and outdoors.
2. Team members position themselves to observe the entire work and play area.
3. The site is inspected daily for safety hazards by the Site Director.
4. Team members review their space daily and remove any broken or damaged equipment.
5. The playground is inspected daily for broken equipment, environmental hazards, garbage, animal contamination, and required depth of cushion material under and around equipment by Site Director. It is free from entrapments, entanglements, and protrusions.
6. Toys are age-appropriate, safe, and in good repair. Broken toys are discarded. Cords from window blinds/treatments are inaccessible to children.
7. Hazards are reported immediately to the Site Director. The assigned school person will ensure that they are removed, made inaccessible, or repaired immediately to prevent injury.
8. The Injury Log is monitored by the Site Director, monthly, to identify accident trends and implement a plan of correction.
9. Perishable food should be refrigerated immediately. This includes dairy products, meats and fish, infant formula (opened and mixed), baby food, and anything containing eggs, such as mayonnaise.
10. Accidental spills or accidents in the bathroom should be cleaned up immediately either by a custodial staff or by the team member supervising that area.

11. Portable heaters of any kind, like wood stoves and kerosene, oil, or gas stoves, cannot be used in the center except in an emergency. If this situation occurs, team members should be informed about procedures for using the heaters and shall follow the manufacturer's instructions for use. A barrier must be erected to keep the children away from the heater and to protect them from injury. Team members should not bring heaters from home. This is only for when heat is not operating and emergency heat is needed.
12. When the children are present, doors to the street and playground gates should be kept closed and locked from outside entry.
13. Matches should be kept out of children's reach at all times.
14. Cleaning supplies, insecticides, and any other potentially dangerous substances must be kept in a locked cabinet out of reach of the children.
15. Flies, insects, and rodents should be controlled by a pest control company. Poisons should not be placed on the ground, even if they are hidden.
16. Temperature in classrooms for young children shall be maintained no lower than 68°F. and cooling units must be used when the temperature in the inside occupied area exceeds 80°F.
17. Swimming or wading pools must be supervised by at least two (2) team members, and team member-to-child ratios must be maintained at all times. Wading pools should be emptied and sanitized daily or more frequently when the water is dirty. Pools deeper than two (2) feet require supervision by a life guard certified in water safety instruction or senior life-saving at all times (along with the required number of team members). Written permission must be obtained from parents before a child can be allowed to swim or wade.

Playground Safety

AlphaBEST site team members:

- Coordinate the organization, observation, and supervision of students to ensure correct use of playground equipment and circulate in close proximity of students;
- Must not compete as a player in games, in order to observe all students at all times;
- Must be appropriately spaced in the outdoor play area when multiple groups are utilizing the same play area to provide adequate supervision;
- Must review new activities/games with site director prior to implementation; and
- Employees, volunteers and students must wash or sanitize their hands after outdoor play.

AlphaBEST Site Director:

- Must ensure team members have completed appropriate playground safety training;
- Must initiate work orders if any safety hazards are present Playground Supplies;
- Provide Walkie-talkies to team members on the Playground;
- Complete first aid kits, including CPR masks; and
- Review how to complete Student Accident/Incident Reports and Student Behavior Reports.

Examples of Inappropriate Activities (including but not limited to)

- Rough contact sports (e.g., tackle football)
- Baseball/softball (with hard balls and bats)
- Dodgeball or like games in which an object is thrown by one person at another
- Skateboarding
- Tug-of-war
- Red Rover
- Blindfolded Games or Activities

Sports Equipment

- Must be in good working order
- Must not be left on ground within field of play

UNSAFE SITUATIONS INCLUDE:

Inside the Building:

- uncovered electrical outlets
- light bulbs that have burned out
- loose floor boards or bricks
- cracks in concrete sidewalks or steps
- nails sticking out
- loose handrails
- loose or broken locks or handles on doors that go outside, to the basement, or that are used to lock away poisons

Outside the Building:

- holes in the ground
- exposed roots that might cause tripping
- broken playground equipment
- head and neck entrapment spaces on playground equipment
- lack of resilient surfacing under playground equipment
- hot spots on metal playground equipment
- splintered wood
- broken latch on gates
- poisonous plants
- holes in the fence toys or equipment
- toys that are inappropriate to age group (small enough to be swallowed by children under 4 years of age)
- toys with loose parts that might have sharp edges, springs, or small pieces
- allowing inappropriate use of toys so as to pose a dangerous situation
- too many toys scattered around on the floor

We routinely get updates on recalled items and other safety hazards on the Consumer Products Safety Commission website: www.cpsc.gov

Incidents, Accidents, or Injuries

Despite having the best intentions and following all safety guidelines, incidents may occur. The difference between an accident and incident is as follows: an accident involves physical injury. Should a physical injury occur, a team member will provide first aid as needed, check area for safety concerns, inform supervisor, and fill out accident report/medical log.

An incident is a single event that may result in consequences. Team member will take action to make sure no further incidents occur, review incident with supervisor and fill out an incident report.

AlphaBEST will have at least two (2) employees at each site at all times. This is important for safety reasons. In the event of an incident, the employee not involved can take the lead on administering care. If warranted, call 911 immediately after first aid or contact is provided.

Student Incident, Accident, and Illness

Student Incident and Accident Requirements

In the event of an incident/accident or illness occurring, the student's parents or guardians must be called as soon as possible. If the injury is severe and results in the student being taken to a local hospital by an emergency vehicle, then the Parents or guardians, Area Manager and Principal must all be called after the student has left for the hospital, and the team member must provide injury and hospital information.

The supervising team member must complete the Student Incident/Accident Report anytime an accident occurs during the program. Once completed, the form must be submitted immediately to the Site Director and Risk Management. AlphaBEST considers safety for all students to be the first priority so the parent/guardian should expect to receive a written report from the program the same day the injury/accident occurred and Risk Management should receive the report within 48 hours of the incident/accident. In addition, if the incident/accident requires medical attention, then it must be reported to the state childcare licensing agency within the required timeframe or appropriate government agency within the required timeframe.

Student Illness Requirements

Parents of every student enrolled must be notified immediately if one of the following communicable diseases has been introduced into the program: lice, impetigo, ringworm, hepatitis A, food poisoning, salmonella, shigella, measles, mumps, strep throat, rubella, pertussis, polio, haemophilus influenza type B, meningococcal meningitis, strep or any other communicable disease. Any student or team member suspected of having a communicable disease shall be removed from the program or placed in an isolation area until removed. Each after school program shall have a designated isolation area for a student who becomes ill while in care of the program. Such space shall be adequately ventilated, heated, and equipped with a mat or cot and materials that can be sanitized easily. An after school team member must be able to see isolation area at all times. Proof of treatment or approval by a physician may be required for a student diagnosed with a communicable illness.

AlphaBEST Education secures supplementary insurance coverage to families for injuries that occur during the program. Our insurance policy is able to alleviate some of the burden off of the parent in the event of an incident. Parents may contact Alphabest at info@alphabest.org to request documentation to submit a claim. Insurance claim forms must be submitted to our supplemental insurance company and a copy must be forwarded to our benefits administrator (dbobbitt@alphabest.org) within 90 days of the date of the incident. All claims will be processed and paid by the insurance company if a payment is due.

If a student is unable to attend school during the day, he or she should also not attend the AlphaBEST Education *InZone* program. Also, if a student gets sick while in the program, the parent/guardian will be called to pick up the student. Parents are advised to not bring a student to the morning program if the student has an oral temperature of 100 degrees or greater, a contagious disease or suffers from diarrhea or vomiting.

All incidents, accidents or injuries must be reported within 24 hours of their occurrence.

In the event of an incident that results in medical attention, the following must be submitted:

For Team Members:

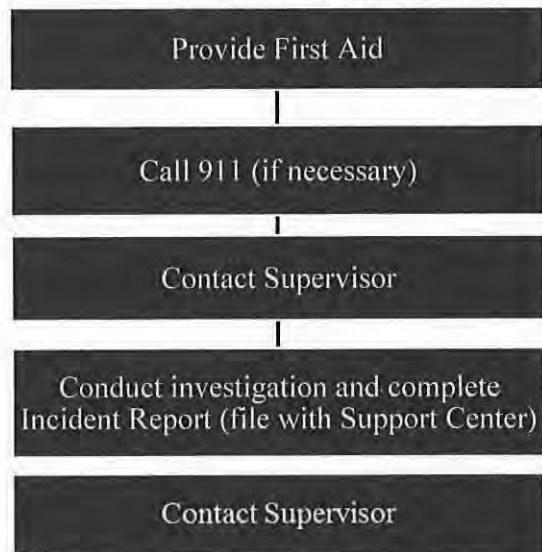
ACCIDENT, INJURY OR ILLNESS REPORT AlphaBEST, as required by law, provides Worker's Compensation insurance for team members. Benefits vary based on each state's law.

For Students:

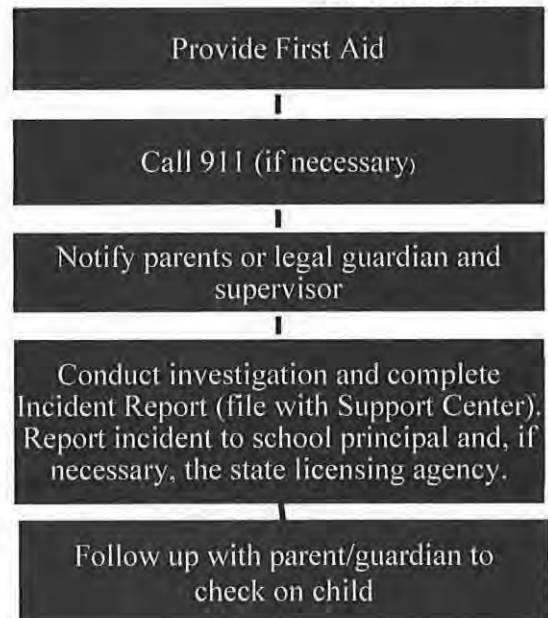
INCIDENT AND ILLNESS REPORT

See flow chart for steps to take in the event of an incident, accident or injury:

For Team Members:



For a Student:



First Aid Treatment

First aid supplies include, but are not limited to: Band-Aids, adhesive pads, dressings, first aid tape, antiseptic solution, gauze, thermometer, scissors, ice packs, triangular bandages, and non-latex, disposable gloves. These supplies, along with a First Aid manual/booklet, are in a covered container and labeled "First Aid." **First Aid Kits must be maintained in the afterschool Site Director's office and on field trip buses.** Extra CPR masks and non-latex gloves must be maintained in the afterschool storage. A smaller set of first aid supplies are with each site team member at all times. These supplies are replenished regularly. Only items in the First Aid Kit may be used for treatment. No other treatments or medications may be administered to children, including over-the-counter medications or topical solutions (i.e. Cortisone cream, Calamine Lotions, Aspirin, etc.). Parents or guardians are notified immediately of any illness or injury to the student, especially head injuries. Team members must adhere to specific instructions regarding action to be taken. If the parents or persons designated in case of an emergency, serious illness, or injury cannot be reached, after school team members will contact those sources designated on the student's registration form. If they cannot be reached or do not arrive at school by the time a student must be transported by ambulance to a hospital, then an after school team member must accompany the student to the hospital.

