

DISCOVER AFTER SCHOOL®



DISCOVER AFTER SCHOOL **FAMILY** HANDBOOK

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WHO WE ARE

OUR MISSION

Our mission at Discover After School is to fuel the potential of thinkers, dreamers, and creators, equipping them with the tools to sculpt a canvas of boundless opportunities through STEAM exploration. Join us as we empower young minds to paint a world inspired by innovation, creativity, and endless possibilities.

OUR VISION

To empower thinkers, dreamers, and creators with the tools they need to paint a world of possibilities through STEAM.

PROGRAM MANAGEMENT

Discover After School is dedicated to ensuring a smooth transition for both parents and children on their first day. Our program management focuses on creating a welcoming environment, providing detailed information about our daily routines, and addressing any initial concerns or questions.

OUR STAFF

Our staff are the heart of Discover After School. Highly trained and experienced, they are committed to creating a nurturing and stimulating environment. They play a crucial role in making your child's first day enjoyable and memorable.

PROFESSIONAL DEVELOPMENT

To maintain a high standard of education and care, our staff regularly participates in ongoing professional development. This ensures that they are up-to-date with the latest educational practices, safety protocols, and child development research.

CARING AND DEDICATED STAFF

Our staff is not only professionally trained but also genuinely caring and dedicated to the well-being of each child. From the moment your child steps through our doors, they will be greeted by compassionate individuals committed to creating a positive experience.

STATE LICENSING

Discover After School operates in compliance with state licensing requirements. This ensures that our facilities and programs meet or exceed the standards set by regulatory authorities, providing you with confidence in the quality of care your child receives.

ADHERENCE TO THE AMERICANS WITH DISABILITIES ACT

We are committed to providing an inclusive environment for all children. Discover After School adheres to the Americans with Disabilities Act, ensuring that children with diverse abilities have equal access to our programs and facilities. If your child has specific needs, please communicate with us, and we will work together to create a supportive plan.





CHILD CARE AND HEALTH

HEALTH AND NUTRITION

At Discover After School, we prioritize the health and nutrition of every child in our care. Our programs include well-balanced meals and nutritious snacks, following dietary guidelines to ensure your child receives the essential nutrients for their growth and development.

CELEBRATIONS AND BIRTHDAYS

We understand the importance of celebrating milestones and special occasions. Parents are encouraged to coordinate with our staff to plan celebrations, making birthdays and other significant events memorable experiences for your child.

CLOTHING

Pre-school through kindergarten children should come to Discover After School dressed in comfortable and weather-appropriate clothing. Please provide an extra set of clothes in their bag, to prepare for any unexpected spills or accidents.

PERSONAL BELONGINGS

To maintain organization and prevent any mix-ups, please ensure that all personal belongings, including bags, jackets, and lunch boxes, are clearly labeled with your child's name.

OUTDOOR ACTIVITIES

We believe in the benefits of outdoor play for physical and mental well-being. Children will have the opportunity to engage in various outdoor activities, weather permitting. Please dress your child accordingly and provide sunscreen if needed.

POSITIVE REINFORCEMENT & REDIRECTION

Discover After School employs positive guidance techniques to encourage appropriate behavior. Our staff uses positive reinforcement, clear expectations, and age-appropriate discipline strategies to create a supportive and respectful environment.

POSITIVE PROGRESSIVE GUIDANCE (SCHOOL-AGE)

For school-age children, we implement positive progressive guidance to foster independence and responsibility. This approach encourages self-discipline and helps children develop decision-making skills.

SUSPENSION FROM ELEMENTARY/MIDDLE SCHOOL

If a child faces suspension from their elementary or middle school, please inform Discover After School immediately. If a child is suspended from school, they cannot attend before and/or after care.

BITING

In instances of biting, our staff addresses the issue with care and understanding. We communicate openly with parents, implement positive guidance strategies, and work together to find solutions that support the well-being of all children involved. Unfortunately, should biting become consistent the child may be removed from the program.

DIAPERING AND TOILET LEARNING

we require all students to be potty trained before joining our program. We understand that accidents may happen during this learning process, and we strive to create a supportive and understanding atmosphere for both students and families.

While we encourage families to ensure their child is fully potty trained before starting at Discover Education, we acknowledge that every child develops at their own pace. For students who may still be in the process of mastering toileting skills, we kindly ask families to pack an extra change of clothing in their child's bag. This helps us to quickly address any accidents that may occur while ensuring the comfort and dignity of each child.

REST TIME

For Preschool children, we provide a designated rest time to support their well-being. During this period, children can relax, nap, or engage in quiet activities. Personalized comfort items are welcome to enhance the restful experience.

ALLERGIES

If your child has any allergies, please inform us during enrollment. Our staff takes allergies seriously, implementing precautions and working with parents to create a safe environment. Allergy information is communicated to relevant staff members to ensure awareness.

HAND WASHING

Hand hygiene is a top priority at Discover After School. Our staff encourages and monitors regular hand washing to promote good health and prevent the spread of germs.

ILLNESSES

If your child becomes ill, please keep them at home to prevent the spread of illness to others. We appreciate your cooperation in maintaining a healthy environment for all participants. Examples of illnesses include:

- Fever
- Rash
- Vomiting and/or Diarrhea
- Influenza/Bronchitis/Pneumonia
- COVID-19
- Common cold - continually coughing

IMMUNIZATIONS

Discover After School requires all participating students to be fully vaccinated. This policy is implemented to prioritize the health and safety of our students and staff. By ensuring vaccination coverage, we aim to minimize the risk of infectious diseases within our program.

TEMPORARY EXCLUSION

In cases of contagious illnesses or infections, we may temporarily exclude a child from the program to safeguard the well-being of other participants. This decision is made in consultation with parents and based on guidelines from health authorities.

CONTAGIOUS DISEASES AND HEALTHCARE

PROVIDER CLEARANCE

To prevent the spread of contagious diseases, children diagnosed with such illnesses must remain at home until cleared by a healthcare provider. We appreciate your cooperation in maintaining a healthy environment.

MEDICAL RECORDS

Accurate and up-to-date medical records are essential for providing appropriate care. Please ensure that we have the most recent information regarding your child's health, including allergies, medications, and emergency contact details.

MEDICATIONS

If your child requires medication during program hours, we adhere to strict guidelines for administration. All medications must be provided in their original packaging, accompanied by a completed medication authorization form.

MEDICATION AUTHORIZATION FORMS

To administer medications, a completed and signed medication authorization form is required. This form provides detailed information about the medication, dosage, and administration schedule, ensuring the safety of your child.

PROVISION OF MEDICAL CARE

In the event of a medical emergency, our staff is trained to administer basic first aid. Emergency services will be contacted if necessary, and parents will be informed promptly. It is crucial that all medical information is accurate and up-to-date in our records.



EDUCATIONAL PROGRAMS

PREKINDERGARTEN

Discover After School's prekindergarten program focuses on school readiness. We introduce structured learning activities, literacy, and numeracy skills, preparing children for the transition to kindergarten. Social and emotional development remains a key component of our approach.

SCHOOL-AGE

Our school-age program caters to the unique needs of older children. We provide a balance of educational and recreational activities, promoting socialization, leadership skills, and a sense of responsibility.

PARENT-TEACHER CONFERENCES

Regular parent-teacher conferences provide opportunities for open communication about your child's development. We discuss progress, address any concerns, and collaborate to create a supportive learning environment both at home and in our programs.

CAMPS

During breaks from the traditional school year, Discover After School offers specialized camps. These programs incorporate themed activities, field trips, and unique learning opportunities, providing an enriching experience during school holidays.



SAFETY AND SECURITY

SECURITY

Ensuring the safety and security of your child is our top priority. Discover After School maintains secure facilities with controlled access points. We regularly review and update our security measures to provide a safe environment for all participants.

CONFIDENTIALITY AND CHILDREN'S RECORDS

We treat all information related to your child with the utmost confidentiality. Children's records, including personal details, health information, and developmental assessments, are securely maintained and accessible only to authorized staff.

MANDATED REPORTING REQUIREMENTS

Discover After School strictly adheres to mandated reporting requirements. If any staff member suspects child abuse or neglect, they are obligated to report it to the appropriate authorities in accordance with state laws.

ARRIVAL AND DEPARTURE

During arrival and departure times, our staff follows strict protocols to ensure the safe release of children to authorized individuals. Photo identification and sign-in/sign-out procedures are enforced to maintain the security of our programs.

CUSTODY AND VISITATION

In cases of shared custody or specific visitation arrangements, we adhere to court-ordered instructions. It is crucial for parents to provide up-to-date legal documentation to ensure proper implementation of custody and visitation plans.

LATE PICK-UP

At Discover After School, Inc., our policy requires parents to pick up their children promptly by 6:00pm. Late pickups incur a \$5.00 charge per child for every 15 minutes or part thereof after 6:00pm. After three instances of late pickup, dismissal from our program may occur. We understand that unforeseen circumstances may arise, so please notify the Site Director if you anticipate being late.

In the rare event that a parent or guardian fails to collect their child after the program, our procedures are as follows:

1. The Site Director and the student's counselor will stay with the child until an authorized contact arrives.
2. The Site Director will inform the Area Manager for additional support, if necessary.
3. Every effort will be made to reach the parent or authorized pickup. If after 30 minutes no successful contact is made, non-emergency services and/or the Department of Children and Families will be notified, along with the school principal, to determine the next steps.

EMERGENCY SITUATIONS AND EVACUATION PLANS

Our staff is trained to respond swiftly and effectively to emergency situations. We conduct regular drills to ensure preparedness, and our evacuation plans are clearly communicated and practiced to guarantee the safety of all participants.

CHILD ACCIDENTS

In the event of a child accident, our trained staff provides immediate care and notifies parents promptly. Accidents are documented, and any necessary medical attention is sought as per your authorization on the emergency contact form.

TRANSPORTATION

If transportation is provided as part of a program or during field trips, we adhere to strict safety guidelines. Qualified drivers and appropriate safety measures are implemented to ensure the well-being of all children during transportation. Parental consent must be provided before the child can participate.

FIELD TRIP POLICY

Field trips are carefully planned with safety as the foremost consideration. Parents receive advance notice and detailed information about each field trip, including destinations, activities, and safety measures in place. It should be noted that if a child does not accompany us on the way to the field trip, then that child will not be allowed on the way back.

WEAPONS AND VIOLENCE

Discover After School maintains a strict policy prohibiting weapons and violence on our premises. Any instances of violence or possession of weapons will be addressed promptly and may result in suspension or expulsion, depending on the severity of the situation.

DRUG-FREE ENVIRONMENT

We maintain a drug-free environment to ensure the safety and well-being of all participants. Any staff members found in violation of our drug-free policy will face disciplinary action, including termination.



OPERATIONAL PROCEDURES

REGISTRATION AND ENROLLMENT

To enroll your child in Discover After School, families must complete the registration process, including required forms and documentation. Families must ensure all details are accurate, and provide updated contact information. Registration is subject to availability, and a waitlist may be implemented.

PAYMENT

Billing is posted to account on Tuesdays, payments are due on Wednesday, with a grace period to clear balances by Friday. Three late payments will lead to dismissal from the program, including returned payments. Tuition payments are a crucial aspect of program participation. Fees are outlined in the payment schedule provided during enrollment. Timely payments are appreciated to ensure the smooth operation of our programs.

FORMS OF PAYMENT AND NON-SUFFICIENT FUNDS

We accept various forms of payment, including credit cards, electronic transfers. In the case of non-sufficient funds (NSF) or declined payments, a fee may be applied. Please ensure your payment information is accurate and up-to-date.

SUBSIDY PAYMENT

If you qualify for subsidy assistance, please provide the necessary documentation during enrollment. Subsidy payments are subject to approval, and any remaining balance is the responsibility of the parent or guardian.

PROGRAM CHANGES

We understand that changes to families schedules can occur. In order to ensure that program changes are processed accurately and in a timely manner, minimizing disruptions for both families and Discover After School, the following policy must be followed.

- 1.Submission Method: All program changes must be submitted via email to the respective site director.
- 2.Submission Deadline: Program change requests must be submitted on or before Wednesday of the current week to go into effect for the upcoming billing week.
- 3.Required Information: When submitting a program change request, families must include the following details:
 - o Child's full name
 - o Program name (e.g., after-school care, summer camp)
 - o Specific changes requested (e.g., change in attendance days, withdrawal from the program)
- 4.Confirmation: Upon receiving a program change request, the site director will acknowledge the receipt of the email and confirm the details of the requested change within two business days.
- 5.Effective Date: Program changes will go into effect for the upcoming billing week following the submission deadline, provided that all necessary information has been provided and confirmed by the site director.
- 6.Exceptions: In exceptional circumstances, such as emergencies or unforeseen events, requests for immediate program changes may be considered on a case-by-case basis. Families must communicate directly with the site director to discuss such situations.
- 7.Communication Channels: Email is the primary communication channel for submitting program changes. Any verbal requests or changes made through other communication channels will not be considered valid unless followed up with an email confirmation.

REFUNDS

Tuition is not prorated per day. Should your student attend at least one day in the week, you will be charged for the entire week. If your student does not attend for an entire week, you will be credited for the week not attended. Registration and tuition are non-refundable. When a student is withdrawn, a credit will remain on the account to be used in the future. Account credits can be used for camps or special programs. A refund will be granted only in the event a student is withdrawn from the school. Student withdrawal forms must be furnished upon request.

DISENROLLING YOUR CHILD

If you need to disenroll your child from Discover After School, please provide written notice at least 5 days in advance. This allows us to complete necessary documentation and ensures a smooth transition for your child.

HOLIDAYS AND SCHOOL CLOSURES

Refer to the school district calendar for information on holidays and school closures. Discover After School observes certain holidays and aligns with school closure schedules.

NATURAL DISASTERS AND EMERGENCY CLOSURES

In the event of natural disasters or emergencies, program closures may occur. We prioritize the safety of participants and staff. Families will be informed of closures through our communication channels, and updates will be provided as the situation evolves.

INCLEMENT WEATHER POLICY

During inclement weather, program status may be affected. We follow an inclement weather policy that aligns with local school districts. Closure or delayed opening information will be communicated to parents through our established channels.

DIVERSITY, EQUITY, AND INCLUSION

Discover After School is committed to providing an inclusive environment free from discrimination. We believe that every student and family deserves to feel welcomed, respected, and valued. That's why we do not discriminate on the basis of race, color, religion, gender, national origin, age, disability, or any other protected status. Our dedication to inclusivity is evident in our core values and the initiatives we undertake:

Promoting Diversity: We understand the importance of reflecting the rich tapestry of our communities. We actively recruit and retain staff members and families from various backgrounds and identities to ensure that our programs represent the diversity of the world around us.

Ensuring Equity: We recognize that systemic barriers can hinder equal access to opportunities and resources. Therefore, we are committed to providing equitable access to our programs, services, and advancement opportunities for all children, families, and staff members.

Fostering Inclusion: At Discover After School, we believe in the power of inclusivity. We promote a culture where every individual feels a sense of belonging and is empowered to participate fully in our programs and activities. We celebrate differences and encourage students to embrace their unique identities.

Creating Safe Spaces: The safety and well-being of our participants are paramount. We prioritize creating physical, emotional, and psychological safe spaces where students can thrive without fear of discrimination, harassment, or prejudice.

Cultivating Cultural Competence: We understand that cultural competence is essential for creating an inclusive environment. That's why we provide ongoing training and professional development opportunities for our staff members to enhance their cultural competence and awareness of diverse perspectives.

ACCOMMODATING STUDENTS WITH SPECIAL NEEDS

Discover After School prioritizes accommodating students with special needs. Once communicated, we ensure to hire staff capable of accommodating our students effectively. Our trained staff implements tailored support strategies, including assistive technology and personalized learning approaches, to ensure every child can fully participate and flourish in our programs. By fostering an inclusive environment where every student feels valued and supported, we aim to promote their growth, learning, and success.

SOLICITATION

Solicitation within our premises is not permitted. This includes the distribution of promotional materials, fundraising, or any other form of solicitation without prior approval from Discover After School management.

RESEARCH ACTIVITIES

Engagement in research activities within our programs requires prior approval. If you are conducting research involving our participants, staff, or facilities, please coordinate with our management team to ensure compliance with our policies.

ABSENCES, SICK DAYS, AND VACATIONS

If your child will be absent due to illness, vacation, or any other reason, please notify us in advance. Communication about absences helps us ensure the well-being of your child and plan accordingly.

BABYSITTING

Discover After School does not permit babysitting to be performed by any personnel or staff of the school.



FAMILY COMMUNICATION AND INVOLVEMENT

COMMUNICATION

Effective communication is essential for a successful partnership between Discover After School and families. We utilize various channels, including newsletters, emails, and notices, to keep you informed about your child's experiences, upcoming events, and important updates. Check your preferred communication channels regularly to stay engaged and informed.

SATISFACTION AND RESOLUTION

We value your feedback and are committed to addressing any concerns promptly. If you have questions, suggestions, or encounter any issues, please communicate with us. Our goal is to ensure your satisfaction and work collaboratively to resolve any challenges that may arise.

THE INTERNET

Discover After School may use online platforms or a designated portal to share information, updates, and resources. Ensure that you are aware of and comfortable with the platforms we use. Your child's safety and privacy are our priorities, and we take necessary precautions when utilizing online tools.

REFER A FRIEND

Encourage your friends and family to join the Discover After School community by referring them to our programs. If a referred family enrolls their child, you may be eligible for referral incentives. Share your positive experiences and help others discover the benefits of our engaging and educational programs.

WHO TO CONTACT

We value open communication and are here to assist you every step of the way. Whether you have questions, feedback, or simply want to stay updated on the latest news and events, there are several ways to connect with us:

Phone: You can reach us directly at 407-395-3553 during our operating hours. Our team is ready to assist you with any inquiries you may have.

Email: Feel free to email us at families@discoverafterschool.com with any questions, concerns, or feedback. We aim to respond promptly to all inquiries.

Website: Visit our website at www.discoverafterschool.com/contact for additional information and to access our online contact form.

Bloomz: For instant digital communication, we utilize Bloomz, a platform designed to facilitate seamless interaction between families and our staff. Stay informed about announcements, activities, and important updates by joining our Bloomz community.

Social Media: Follow us on Instagram and Facebook to stay connected and engaged with our community. Discover exclusive content, event highlights, and share your experiences with us and other families.

Instagram: [discoverafterschoolnow](#) Facebook: [discoverafterschool](#)

Email Newsletter: Keep an eye on your inbox for our "Discover What's Happening" newsletter. Packed with exciting updates, upcoming events, and insider information, it's the perfect way to stay in the loop with everything happening at our afterschool program.

Feel free to reach out to us through any of these channels, and we look forward to connecting with you!

ACKNOWLEDGMENT OF RECEIPT OF THE FAMILY HANDBOOK

Thank you for taking the time to review the Discover After School Family Handbook.

This handbook is designed to provide you with important information about our programs, policies, and procedures. Please read it carefully to ensure a clear understanding of our expectations and commitments.

By signing below, you acknowledge that you have received, read, and understood the information provided in the Discover After School Family Handbook. This acknowledgment confirms your commitment to adhere to the policies outlined within the handbook.

Signature: _____

Date: _____

Please keep a copy of the signed acknowledgment for your records. If you have any questions or need further clarification on any information in the handbook, feel free to contact our staff or management. We appreciate your cooperation and look forward to a positive and enriching experience for your child at Discover After School.



**DISCOVER
AFTER SCHOOL®**

Painting A World Of
Possibilities through S.T.E.A.M.

DISCOVER AFTER SCHOOL

FAMILY

HANDBOOK

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