

Franklin Public Schools
Lifelong Learning Institute

Solutions Extended Day Program



Parent/Guardian Handbook 2023-2024

Website: www.FranklinLifelongLearning.com

Established 1999

Solutions Extended Day

A Dynamic, Enriching, and Innovative Approach to Extended School Day Dear Parent/Guardian, Solutions is committed to providing enriching, educational, and recreational opportunities for our kindergarten through fifth-grade students. The program enables Franklin Public Schools to respond to the needs of our students, their families, and their schools. The Solutions program was created in an effort to continue to expand the cultural, educational, and athletic experiences of elementary school children. In addition, many parents/guardians have expressed the need for a safe and enriching program before and after school to accommodate the needs of a working family.

Solutions responds to these needs in several ways. First, the program incorporates a safe location, affordable fees, and dynamic structure designed to meet the busy schedules of working families. The before school program begins at 7:00 AM and continues until the start of the traditional school day. The after-school program begins at the close of the traditional school day and continues until 6:00 PM. Solutions is offered at all five of Franklin's elementary schools. The child and parent/guardian both know that the child will be at their school for the entire day and will not have to leave school and travel to a new venue for extended day care. Solutions provides students the opportunity to participate in a number of enrichment opportunities as well as homework club (optional) and some quiet time for reading at the end of the day.

Solutions is structured to answer a variety of needs within a safe and stimulating environment. As always, if you have any questions or concerns, please do not hesitate to contact our office.

Patricia Gay
Director, Lifelong Learning Institute
(508) 613-1770

Jennifer Maitland
Associate Director, Solutions
(508) 613-1772

Jessica Instasi
Assistant Director, Solutions
(508) 613-1771

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Introduction

We wish to make the experience your child has in Solutions as safe, enriching, and dynamic as possible. We ask parents/guardians to assist us by following the rules and procedures that will help all of us achieve this overarching goal. This handbook should answer many of your questions. If you have additional questions or concerns, please call the Solutions Program Office or contact your school's Site Director.

The policies and procedures in this handbook are not exclusive. The Solutions Program is also subject to the School Committee Policy Manual as part of Franklin Public Schools. These complete policies can be obtained from the School Committee website or by clicking the following link: (<https://www.franklinps.net/district/school-committee-policy-manual>).

Solutions Program Office Contact Information

Solutions Program Office
Oak St. Elementary School
224 Oak Street, Franklin, MA 02038

Director, Lifelong Learning, Patricia Gay	508-613-1770
Solutions Associate Director, Jennifer Maitland	508-613-1772
Solutions Assistant Director, Jessica Instasi	508-613-1771

Organization of Solutions within the Franklin Public Schools

Franklin School Committee Denise Spencer, Chair
Superintendent of Schools Lucas Giguere
Director of Lifelong Learning Patricia Gay
Associate Director of Solutions Jennifer Maitland
Assistant Director of Solutions Jessica Instasi

Statement of Non-Discrimination

Solutions does not discriminate in providing services to children and their families, and/or its employment practices, on the basis of race, religion, cultural heritage, sexual orientation, political beliefs, gender, age, marital status, color, sex, gender identity, or national origin.

Tuition & Fees

Solutions is a self-sustaining program; it is funded solely by the tuition of its participants. Solutions hires staff members and provides snacks, materials, and supplies based on enrollment. No refunds will be made for days missed due to illness, vacation, medical appointments, snow days, school closure, Solutions early closure, etc. Should there be a catastrophic event in which you feel a refund or credit is warranted, please e-mail your

request to Solutions@franklinps.net. Please note if a refund is granted, there will be a processing fee deducted.

Tuition Payments

Tuition is paid monthly, over the ten (10) month period from August through May, and has been divided into equal payments based on your child's schedule. Payments are not proportionate to the number of days attended per month. Tuition is prepaid monthly on the 20th. Tuition is non-refundable and non-transferable.

- There will be a registration fee of \$50.00 per child due at the time of registration. It is the responsibility of the parent/guardian to annually re-register each child.
- There will be a \$25 deposit per spot/per child that will be credited to the June tuition payment if no reductions in schedule are made after the initial registration.
- All schedule changes that result in a reduction of schedule will forfeit the entire deposit.
- If you drop completely from the program and would like to return during the same school year, a new deposit of \$25 per spot/per child will be required.
- Reductions in schedule received on or prior to August 1, 2023, will be effective for the start of the school year.
- Reductions in schedule received after August 1, 2023, will be effective for October 1, 2023; pre-reduction tuition will be due for September on August 20, 2023.
- Automatic payments will be required for all families. These payments can be set up using a checking account, Visa, MasterCard, or Discover debit or credit card.
- All new and returning families must make the first tuition payment using a link that will be sent to the email address used when registering. The payment method and information used to make the first tuition payment will be the payment method and information used for your automatic payments for the remainder of the school year.
- If you need to change your payment method or information, please call 508-613-1772 no later than three business days prior to the tuition due date.
- Any other fees incurred (late, fob, declined transaction fees, etc.) must be paid separately using the payment link that will be provided to you via email.
- Throughout the school year, if tuition or fees are not received by the first of the month, your child may not attend the program until tuition or fees are paid in full.
- Payments will appear in your account as "FPS Lifelong Learning."
- You may be subject to a fee of up to \$10.00 for declined transactions.

Tuition Fees

Before School Program: \$12.53 per child, per morning

After School Program: \$27.15 per child, per afternoon

Early Release Program: \$52.22 per child, per afternoon

Sibling Discount: 10% discount for each sibling for Solutions Extended Day Program on regular school days.

Late Fees for Daily Pick-Up

The Solutions program closes promptly at 6:00 PM. Please note we have a very firm late fee and policy. Please arrive no later than 5:55 PM to pick-up your child from the Solutions Program to allow ample time to sign your child out and speak with the staff if necessary. Parents/guardians are to pick-up their child before 6:00 PM, so that participants are leaving the program prior to closure. Failure to do so will result in a late pick-up fee. The late fee must be paid within five business days. Your child will not be eligible to attend the program if any fees are not paid by the 1st of the upcoming month. Late fees also apply to Solutions early closure days.

A Solutions staff member will call you at 5:45 if your child is still with the program to ensure that a pick up person is on the way. If needed, we will call your local emergency contact.

Late Fee Structure 2023/2024

First Offense: After 6:00 PM	\$5 for each minute per pick-up
Second and Third/Final Offense: After 6:00 PM	\$10 for each minute per pick-up

We would rather have you pick-up your child on time than take your money! Please pay particular attention to weather conditions so that you can leave your location in plenty of time to pick-up your child/children before 6:00 PM. A warning will be issued at the second late pick-up. Following the warning, the next violation of the pick-up policy will be cause for removal from the Solutions Program.

First Offense	Late fee is charged.
Second Offense	Late fee is charged and a warning is issued.
Third Offense	Late fee is charged and student is separated from the program.

Please note: The Solutions Summer Adventure closes at 4:00 PM. The late fee will apply for any time after 4:00 PM. Separation from the Solutions Summer Adventure will take effect after the second late pick-up violation. All fees must be paid on the following business day with either electronic check or credit card. Reminder: Tuition and fees paid are non-refundable and non-transferable.

Tax Information

Solutions receipts and tax statements are given upon request. The Solutions tax ID number is # 04-6001152.

Schedule Changes & Withdrawals

All schedule change requests must be submitted via email to solutions@franklinps.net no later than the 15th of each month for the following month and are not guaranteed. If you plan to withdraw your child from the program, please notify the Solutions program office via email 1 month in advance.

Add-In Policy

Add-ins are allowed provided there is availability on the requested day. Add-in requests will be granted from one week to forty-eight hours before the day. For example, if a parent/guardian calls on January 10th asking for February 10th they will be asked to call back one week prior to the date. This policy will allow for changes in attendance and staffing that may occur over time. The daily fee information for an additional morning or afternoon is in the chart on page 6. Due to the high demand for half-day programs, there is no adding-in on these days.

Communication**Reporting Absences**

Daily attendance is the most important time in our day. We need to assure that all children who attend the program on a given day are accounted for. Unfortunately, communication within the school can be inaccurate. Because of this, we ask that any attendance changes be addressed by the parent/guardian to the Solutions program personally via email or phone call. Please be sure to include your child's name and the school they attend. We have an attendance procedure that staff will follow to assure that your child is safe and accounted for.

Absent From School

Please call your child's school, as well as the Solutions Program, when your child will be absent. You may also email us at Solutions@franklinps.net.

Absent From Solutions

If your child attends school but will not be attending Solutions on their regularly scheduled day, you need to notify Solutions. Parents/Guardians must email us at Solutions@franklinps.net or call your Solutions site directly. No child will be allowed to re-enter the program once they have been dismissed from school or Solutions.

General Concerns

Communication between Solutions staff and parents/guardians is very important. If your child is having a problem at Solutions, please let us know as soon as possible. Conversely, if we notice your child is having difficulties at Solutions, we will bring this to your attention. Working together, we can continue to give your child the best possible care and understanding. If you have a compliment, concern, or complaint regarding the program, please call the Program Office or submit it in writing to Solutions@franklinps.net. If parents/guardians would like to sit down with the staff to discuss any problems, we will be glad to accommodate them. There is a time when you drop off your child in the morning or pick-up your child in the afternoon to chat briefly with the staff. However, an appropriate time for in-depth conversation needs to be scheduled with the Program Office. All information concerning a child in the Solutions Program is of a confidential nature and will be treated as such. However, the Program Directors and/ or Site Director may confer with other school department employees, including teachers, principals, etc. to discuss matters concerning children enrolled in Solutions.

Program Reports

Injury/Incident Reports: Injury/Incident reports are filled out when a child is injured or when a behavioral or atypical event occurs at Solutions. If the injury/incident is severe or the child is difficult to console, then a parent will be contacted prior to pick-up.

Behavior Report Form: Behavior Report Forms are written when a child exhibits a behavioral concern while at Solutions. Once the report is written, a parent will be notified. Depending on the severity of the behavior, immediate pick-up may be required. Repeated incidents could result in suspension or separation from the Solutions Program.

Removal from the Solutions Program

Students whose behavior creates a safety risk to the program will be asked to leave the Solutions program. If a registration needs to be withdrawn or canceled, all fees and deposits will be forfeited.

A child may be asked to withdraw from the program under the following circumstances:

1. The Director of Lifelong Learning concludes Solutions is not right for the needs of the child or requires more than the set staff-to-student ratio.
2. The child poses a danger to him or herself, other children, and/or the staff.
3. A child consistently fails to follow the guidelines of respect and safety within the program (language and/or physical behavior).
4. A parent/guardian is chronically late in picking up a child and has made no attempt to correct the problem.
5. Tuition and fees are not paid in full.

6. Parent/guardian exhibits behavior that is inappropriate while on school grounds.

Solutions Program Acceptable Behaviors

Solutions program acceptable behaviors are posted at each of the Solutions sites. These acceptable behaviors establish guidelines that support the safety and well-being of its participants. Solutions participants must also adhere to the policies and procedures as detailed in the district's Student and Family Handbooks, which can be found here: <https://www.franklinps.net/district/school-handbooks>

General Information

Arrival & Dismissal

- Children must be escorted into the program upon arrival to the school. Children should not be left unattended.
- Transportation to and from Solutions is the responsibility of the parent/ guardian.
- The Solutions program is scheduled to close promptly at 6:00 PM each day. Parents/guardians are to pick up their child before 6:00 PM so that participants leave the program before closure. (See the fee section on page 7 for penalty fees associated with late pick-up.)
- End of the Day Pick-Up Procedure: The Solutions staff will begin calling at 5:45 PM to ensure that a parent/guardian is en route to the school. If a late pick-up is anticipated, your local contact will be called for pick-up.
- Pick-up should be done in a timely manner. Once you have picked up your child from Solutions, you need to leave the school building. Do not go to classrooms, etc. Any missing school work or personal items need to be addressed with the school the following day.
- Once your child has been signed out, they are unable to return at a later time to rejoin the program.
- Children will only be dismissed to parents/guardians or authorized individuals whose names are listed on the emergency contact form. Authorized pick-up persons must be 18 years or older.
- All authorized pick-up people should be prepared to produce photo identification.

Snacks/Lunch

Solutions provides an afternoon snack on all school days. Snacks are chosen from the A-list of nutritionally acceptable products based on the standards set by Action for Healthy Kids, MA. The snack consists of something along the lines of pretzels, graham crackers, popcorn, etc. If your child needs multiple snacks, please feel free to pack an extra snack for their enjoyment.

On Early Release days and Summer Programs, it is the responsibility of the parent/guardian to supply lunch for his/her child. Please send a ready-to-eat lunch to school with your child. We do not have access to a kitchen to heat or prepare food. Food delivery services are not allowed. Solutions provides morning and afternoon snacks.

If your child comes to the program without a lunch, you will be called to either bring a lunch or come pick up your child. If we cannot reach you, an Emergency Contact Person will be called.

Proper Attire

Weather permitting, the children spend some time every afternoon outdoors playing games or playing on recreational equipment. Children should dress appropriately for play on slides, poles, and other athletic equipment. Hats may be worn to school but will be removed upon entering the building. Please have your child bring a change of clothes. Please label all your child's belongings with their full name. We are not responsible for damaged or lost clothing.

Toileting Accidents

Parents/guardians are expected to provide spare clothing for their child if they are prone to toileting accidents. Extra clothes can also be found in the nurse's office. In the case of toileting accidents, staff members may only indirectly assist children in cleaning and re-dress themselves, providing wet wipes, paper towels, verbal cues, and support to talk the child through the process. Staff members may not provide direct cleaning assistance even if the child is not thoroughly clean. A call to parent/guardian may be necessary. Once the child is as clean as possible and re-dressed, soiled clothing will be bundled and sent home with the child. Parents/guardians will be asked to replace the soiled clothing on the child's next day of attendance.

Personal Belongings from Home

Solutions provides equipment for children to play with during indoor and outdoor times. Because of this, and to ensure that items are not damaged or lost, novelty items, toys, and electronic devices should not be brought from home. Toy weapons of any kind are not permitted in school.

Movie Policy

Recreational movies can be shown once per month. Approved educational movies are added to the curriculum as needed. Only movies rated G or PG may be shown. The Solutions Program Office approves all movies. Movies will be sent to parent/guardians to the email on file approximately one week prior to viewing. If you have any concerns about the movie that is being shown, please voice your concern to a staff member and another movie will be chosen.

Fob Policy

Franklin Public Schools uses a keyless entry system at some of the elementary schools. This key fob system is wonderful in ensuring the safety and well-being of the students. Fobs are programmed for individual persons, with a limit of two (2) per family. Please be

sure that the people picking up your child have fobs. If you need an additional fob, please call the Solutions Program Office. There will be a fee of \$10.00 for each new fob that is issued. If a different person is picking up your child who is not issued a fob, it is your responsibility to let them have access to your fob for the pick-up or drop-off of your child/ren, or they may call the phone number posted at the program entrance. The fobs are programmed to work from 7:00 AM-8:15 AM and from 3:00 PM to 6:00 PM.

Should you lose your fob, you must notify the Solutions Program Office immediately. Your lost fob will then be deactivated, and a new fob will be issued to you. Fobs must be returned to the Solutions Program Office at the end of the year or when you withdraw from the program. Parents /Guardians will be charged \$25.00 for each fob that is not returned or lost. This fee must be paid prior to receiving a new fob. All fob fees paid are non-refundable and non-transferable.

When entering or exiting any school, please do not allow other individuals to access the building. Also, be sure the door closes securely behind you. Fobs issued by Solutions are to be used only for Solutions drop-off and pick-up. Please know that it is a safety concern when parents/guardians access the building without our prior knowledge. Any forgotten items need to be addressed the following school day.

Weather and Special Circumstances

School Closings – Snow/ Severe Weather Conditions

The Superintendent only cancels school in extreme weather conditions, power outages, etc. The schools are closed for safety reasons. We do not offer Solutions when school is canceled due to snow or other severe weather conditions.

Inclement Weather Policy

In the case of a severe storm and hazardous road conditions, please allow time for a safe commute and earlier pick-up at the site. There are rare instances that the Franklin Public Schools may close early. In that event, Solutions will open early and stay open for two hours after the students have been dismissed. For example, if the emergency early dismissal time is 11:30 AM, Solutions will remain open until 1:30 PM. A Solutions staff member will attempt to contact you via email or phone advising you of this situation.

In the instance of an extreme weather situation that does not require Franklin Public Schools to have an emergency early dismissal, we may advise you that Solutions is closing early and to come pick-up your child.

You may wish to have an authorized adult, someone on your emergency form, take your child home. Please make arrangements for this ahead of time, as we will only release your child to an authorized adult. Please be certain you list people on the emergency forms who can help you. Again, make certain you or a designated adult can address this situation.

Delayed Opening

Occasionally, the Franklin Public Schools has a delayed opening. This will be announced on local TV stations and through an electronic communication system. Parents and school district staff will receive messages via phone or email about the status of school opening/closing during inclement weather situations or other relevant school issues. The Before School Program will be delayed the same amount of time as the school opening is delayed. If school opens one hour late, Solutions will open one hour late.

Health & Medical Issues

Health Care Policy

Solutions directs its health care policy towards the health, safety, and well-being of all its participants. We require that all healthcare guidelines are followed. Failure to do so could jeopardize placement in the Solutions program. Please refer to the Franklin Public Schools Student and Family Handbooks for regulations pertaining to health care. Solutions follow the Franklin Public Schools policies and procedures that are in place.

In addition, we want to stress the importance of keeping your child home if he/she is sick. If your child is not able to participate in all aspects of the Solutions program due to illness or injury, the child should not attend the program. If your child is absent from school, he/she is not allowed to attend the Solutions program.

It is the responsibility of the parent/guardian of each student to inform the Solutions staff if your child has a contagious illness. If your child has had a contagious illness, he/she may return to the program after being on prescribed medication for 24 hours.

If a staff member suspects an illness, we will contact a parent/guardian and request that you pick up your child. The sick child must be picked up within one hour of parent/guardian notification. Parents/Guardians will be notified to pick up the child if one or more of the following symptoms occur: skin rash, persistent cough, upset stomach, vomiting or diarrhea, etc. Your child may return to Solutions once they are symptom-free for 24 hours. Please pack an extra pair of clothes with your child daily in the event of an emergency or accident.

Medication

The Solutions staff is not able to dispense medication of any kind. The parent/guardian or the school nurse must give medication.

Allergies

Each year parents/guardians are asked to list their child's allergies. The Site Director maintains a log of all allergies and reactions of individual children. He/she will keep staff

informed. Any Emergency Medical Plans and required medications must be supplied by the parent/guardian prior to the start date.

Special Medical Conditions

If a child has an ongoing medical condition that requires special attention, the parent/guardian is requested to meet with the Solutions Program Directors to formulate a plan that addresses these needs (i.e., asthma, diabetes, ADD, ADHD, etc). Parents/Guardians must provide Solutions with a copy of the Emergency Health Care Plan prior to your child's first day at Solutions. Such a plan can be obtained from your pediatrician or the school nurse at your child's school.

Medical Supplies (EpiPens® and inhalers)

Students who need emergency medical supplies, such as EpiPens® and inhalers, are required to have an extra EpiPen® and/or inhaler in the first aid kit at their Solutions location along with the Emergency Medical Action Plan. EpiPens® and inhalers stored with the school nurse are only available during school hours and not during the extended Solutions hours. Solutions Summer Adventure offers a full-day program at one central location. It is the responsibility of the parent/guardian to make certain these medical supplies, including the Emergency Medical Action Plan, travel to that location if that is not the homeschool/Solutions site for their child. It is the responsibility of the parent/guardian to make certain these medical supplies and plans are up to date.

Injury Plan

Parents/guardians will be informed, in writing, if first aid is administered to their child.

If an injury requires more than first aid:

1. EMTs will be called.
2. The parent/guardian will be called.
3. If an injury requires hospital attention, EMTs will transport the child. A Program Director or designee will travel with the child.
4. Another staff member will follow the child to the hospital.
5. If a parent/guardian cannot be reached, Solutions staff will continue to call all persons on the child's emergency form while authorized persons administer first aid to the child.

Legal Responsibilities

Child Abuse and Neglect

The State of Massachusetts requires that all members of childcare institutions be on the lookout for, and report to the State, any and all cases of abuse to a child. Solutions is, therefore, obligated to report to the State any suspected cases of child abuse and/or neglect.

Each staff member at Solutions is a "mandated reporter." If a staff member suspects child abuse or neglect, he/she is obligated to report this to the Department of Children and Families (DCF) and to the Director of Lifelong Learning. The Director of Lifelong Learning will speak to the child's parent/guardian about this procedure, but is not obligated to do so. At Solutions, the Director of Lifelong Learning is usually the person who reports any incidences of neglect or abuse to DCF.

If a parent/guardian appears impaired at pick-up time, a staff member legally has to allow the child to leave with the parent/guardian. However, every effort will be made to speak to the parent/guardian to discourage him/her from driving. If the parent/guardian and child do leave together, a staff member will make every effort to alert another adult listed on the emergency contact form. If a staff member feels the child is in danger, the police will also be called.

Legal Documentation

Parents/guardians are responsible for providing Solutions with copies of all legal documents which pertain to the safety and well-being of the child (i.e. restraining orders, guardianship papers, custody/visitation agreements, etc.).

Disclaimer

Franklin Public Schools is not responsible for any damages suffered at Solutions. This includes, but is not limited to clothing, toys from home, and/or electronic devices of any kind.

Bullying Prevention Plan

Franklin Public Schools will not tolerate or accept bullying, cyber-bullying, and/or bullying behaviors in any form. We will respond to any reported incidents of bullying in a timely manner, investigate, and take action as needed in keeping with Franklin Public Schools' discipline code and procedures. Solutions Extended Day follows the Bullying Prevention Plan as detailed in the district's Student and Family Handbooks.

Registration for the 2024/2025 School Year

Registration for Solutions is open to all Franklin Public Schools students in grades K through 5. Enrollment in Solutions is available on a first-come, first-served basis. Solutions students must re-enroll each year. Registration for the upcoming school year (2024-2025) will be available in February 2024.

Solutions Summer Adventure 2024

Solutions Summer Adventure is a daylong program for students entering kindergarten through fifth grade. Each week during the summer program; children participate in a

variety of activities including arts & crafts, math and number games, sports and fitness, reading, science, music & theater, and more! There is a special theme and event each week. Children may sign up for a week, a few weeks, or the entire summer. Registration information will be available online in February 2024. Please note: All tuition and fees are non-refundable and non-transferable.

Sunblock Policy

We ask that parents/guardians apply sunblock to their child before bringing them to the Solutions Summer Adventure program. There will be a permission form sent via email prior to the start of the program which will grant the nurse permission to delegate the administration of sunscreen. Parents/guardians will be required to supply the sunscreen for their child, which must be in original packaging. Parents/guardians are encouraged to send their child to the program with sun-protective clothing, including, but not limited to, hats.

Closing Remarks

Our Solutions team is committed to ensuring that your child has a positive experience, and they will put in diligent effort to achieve this goal. Our ultimate goal for all the children enrolled is to create an atmosphere that allows them to be safe, happy, and excited to be in our programs. Working together, we can continue to give your child the best possible care and understanding. If you have a compliment, concern, or complaint regarding the program, please call the Program Office or submit it in writing to Solutions@franklinps.net.