

Franklin Public Schools
Lifelong Learning Institute

Solutions Extended Day Program



Parent/Guardian Handbook 2021-2022

Website: www.FranklinLifelongLearning.com

Established 1999

Solutions
Parent/Guardian Handbook
2021-2022

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 day's end.

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.

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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. As part of Franklin Public Schools, the *Solutions* Program is also subject to the School Committee Policy. These complete policies can be obtained from the School Committee website, or by clicking the following link: [School Committee Policy Manual](#). We also adhere to the district's policies and procedures involving COVID-19 protocols. Health practices may include masks, physical distancing, and hand hygiene as detailed by Franklin Public Schools policy.

Solutions Program Office
Jefferson Elementary School
628 Washington Street
Franklin, MA 02038

Assistant 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 | Anne Bergen, Ed.D., Chair |
| • Superintendent of Schools | Sara Ahern, Ed.D. |
| • Director of Lifelong Learning | Christopher Nayler |
| • Assistant Director of Lifelong Learning | Patricia Gay |
| • Associate Director of <i>Solutions</i> | Jennifer Maitland |
| • Assistant Director of <i>Solutions</i> | Jessica Instasi |

Tax Information

Please save all tuition receipts for your personal tax purposes. *Solutions* does not issue end of the year tuition reports or tax statements. Receipts are given upon request. **The *Solutions* tax ID number is # 04-6001152.**

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, or marital status.

TUITION

Solutions is a self-sustaining program; it is funded solely by the tuitions of its participants. *Solutions* hires staff members and provides snack, materials, and supplies based on the 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 ten equal payments, based on your child's schedule. Payments are not proportionate to the number of days attended per month. Tuition is prepaid monthly as indicated in the payment schedule listed below. Tuition is non-refundable and non-transferable.

Tuition Month	Date Due	Tuition Month	Date Due
Payment 1: September	August 20, 2021	Payment 6: February	January 20, 2022
Payment 2: October	September 20, 2021	Payment 7: March	February 20, 2022
Payment 3: November	October 20, 2021	Payment 8: April	March 20, 2022
Payment 4: December	November 20, 2021	Payment 9: May	April 20, 2022
Payment 5: January	December 20, 2021	Payment 10: June	May 20, 2022

- There will be a registration fee of \$50.00 per child due at the time of registration.
- School year registration will end on July 15, 2021.
- All schedule changes that result in a reduction of schedule will incur a \$50.00 schedule change fee.
- Reductions in schedule received **on or prior to July 15, 2021** will be effective for the start of the school year.
- Reductions in schedule received **after July 15, 2021** will be effective for October 1, 2021; pre-reduction tuition will be due for September.
- All requests for change must be submitted in writing and cannot be guaranteed. Requests for additions to schedules will be accommodated as space permits.
- **Automated 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.**
- **The payment method and information used at the time of registration will be the payment method and information used for your automatic payments.**
- **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, changes, declined transaction fees, etc.) must be paid separately using the payment link that will be provided to you via email.**
- **As of August 27, 2021 any unpaid balance (tuition of fees) will result in registration cancelation.**

- 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.
- You will not receive a monthly bill.
- Receipts are given upon request.
- 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.

Fee Structure*
2021/2022

Registration Fee for Students:	\$50.00 per child
Before School Program:	\$11.70 per child, per morning
After School Program:	\$25.35 per child, per afternoon
Early Release Program:	\$48.75 per child, per afternoon
Sibling Discount:	10% discount for each sibling for <i>Solutions</i> Extended Day Program on regular school days
Schedule Change Fee:	\$50.00 per schedule change
Fee for declined or incorrect credit card information:	\$10.00

*All Payments are non-refundable and non-transferable

Registration Fees

As noted above, there is a \$50.00 non-refundable registration fee per student. It is the responsibility of the parent/guardian to annually re-register each child.

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 can call your local emergency contact.

Late Fee Structure 2021/2022

First Offense: After 6:00PM	\$5 for each minute per pick-up
Second and Third/Final Offense: After 6:00PM	\$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 work 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 warning is issued.
Third Offense	Late fee is charged, and student is separated from the program.

Please note: 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 echeck or credit card. Reminder: Tuition and fees paid are non-refundable and non-transferable.

Withdrawals

Parents/guardians who must withdraw a child from *Solutions* must give **one month's notice, in writing**, to the *Solutions* Program Office at Solutions@franklinps.net .

Parents/guardians who fail to give notice will still be liable for that month's tuition. Notification also includes changes, deletions, and additions to your child's schedule. If you wish to reduce the number of days that your child attends *Solutions* you must give **one month's notice, in writing**. This allows the *Solutions* Program Directors ample time to make staffing changes and to make space available to children on the waiting list.

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 tuition payment 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

Absent From School

Please call your child's school, **as well as the *Solutions* Program** when your child will be absent.

Absent From *Solutions*

If your child attends school, but will not be attending *Solutions* on their regularly scheduled day, you need to notify *Solutions* in writing ahead of time. Parents/Guardians must write two notes reflecting these changes; one note must be addressed to your child's homeroom teacher, the second note must be addressed to *Solutions*. 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 concern or complaint regarding the program, please call the Program Office or submit your concern 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 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*.

ARRIVAL AND DISMISSAL

Arrival

- Children must be escorted into the program area upon arrival to the school. The parent/guardian must come into the *Solutions* area and sign-in his/her child. Children should not be left unattended.
- Transportation to and from *Solutions* is the responsibility of the parent/ guardian.

Dismissal

- 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 are leaving the program prior to closure.** (See the fee section on page 6 for penalty fees associated with late pick-up.)
- End of the Day Pick-Up Procedure: The *Solutions* staff will begin calling at 5:45PM to ensure that a parent/guardian is on route to the school. If a late pick-up is anticipated, your local contact will be called for pick-up.
- Parents/guardians, or authorized persons, enter the *Solutions* area, sign-out their child, and escort them out of the building at the end of the day. This safety measure also provides an opportunity for parents/guardians to receive program information and observe the program.
- 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.
- Parents/Guardians should be accessing the *Solutions* area only. Parents/Guardians and/or students are not to be in other areas of the school at the end of the day. Any missing school work or personal items need to be addressed with the school office 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.

GENERAL PROGRAM INFORMATION

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, and 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 the morning and afternoon snack.

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 the 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.

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 into the curriculum as needed. Only movies rated G or PG may be shown. The *Solutions* Program Office approves all movies. Movies are posted 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 posted.

Fob Policy

Franklin Public Schools uses a keyless entry system at all 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 through the school office.

***Solutions* Program Expectations**

Solutions program expectations are posted at each of the *Solutions* sites. These program expectations establish guidelines which 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.

Written 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 behavior of 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. Repeat incidents could result in suspension or separation from the *Solutions* Program. A Think Sheet may also accompany a Behavior Report Form.

Removal from the *Solutions* Program

Students whose behavior creates a safety risk to the program will be asked to leave the *Solutions* program.

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

1. The Assistant 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.

Last Day

Solutions ends on the last full day of school.

WEATHER/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 cancelled 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 11:30AM, *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 phones 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.

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 health care 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* follows 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, fever of 100 degrees or higher, 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). Parent/Guardian 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 home school/*Solutions* site for their child. *Solutions* staff will not transport personal medical supplies from individual schools to another site. 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 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 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 Assistant Director of Lifelong Learning. The Assistant 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 Assistant 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

In accordance with the Massachusetts General Laws Chapter 92 of the Acts of 2010, Franklin Public Schools will not tolerate or accept bullying, cyber-bullying, and/or bullying behaviors in any form. We will respond to any reported incidences 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 2022-2023 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 (2022-2023) will be available in January 2022.

SOLUTIONS SUMMER ADVENTURE 2021

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 three days, four days, a week, a few weeks, or the entire summer. Registration information will be available online in March 2021.

Sunblock Policy

Children are allowed to bring lotion style, not spray, sun block to *Solutions Summer Adventure*. We ask that parents/guardians apply sunblock before bringing the child to the program. Later in the day if the child needs to reapply sunblock, the child will have to do it him or herself. We will assist the child as much as possible, but we cannot physically apply the sunblock.

Closing Remarks

The *Solutions* staff will work diligently to make your child's experience a positive one. We want parents/guardians to communicate with us often, to ask questions and to be involved with the Program as much as your time permits. Our ultimate goal for all the children enrolled is to create an atmosphere which allows them to be safe, happy, and excited to be in our programs.