**Step Chinese Learning Center Afterschool program**

**Parent/Family Handbook**

Contents

[I. Welcome to Step by Step Chinese Learning center Afterschool Program 3](#_Toc379704849)

[II. Statement of Purpose 3](#_Toc379704850)

[a. Philosophy 3](#_Toc379704851)

[b. Goals and Objectives 3](#_Toc379704852)

[c. Services/Programs 3](#_Toc379704853)

[d. Nondiscrimination Policy 3](#_Toc379704854)

[III. Step by Step Chinese Learning Center Organization Chart 4](#_Toc379704855)

[IV. Daily Routing 4](#_Toc379704856)

[V. Transportation from neighborhood schools 4](#_Toc379704857)

[VI. Report Absence to Step by Step Chinese Learning Center 5](#_Toc379704858)

[VII. Missed Bus Policy 5](#_Toc379704859)

[VIII. Behavior Guidance Policy 5](#_Toc379704860)

[a. Child Guidance 5](#_Toc379704861)

[b. Progressive Methods of Child Guidance 6](#_Toc379704862)

[c. Cool down time: a quiet time for a child in a designated place within view and near the staff: 6](#_Toc379704863)

[d. Restricted Methods of Child Guidance 6](#_Toc379704864)

[e. Supportive holding of children is considered only in the following situations: 6](#_Toc379704865)

[IX. Suspension and Termination of Care Policy 7](#_Toc379704866)

[X. Health Policy 7](#_Toc379704867)

[a. Criteria used for sending a child home 8](#_Toc379704868)

[b. Criteria used for sending a formerly ill child back to program 8](#_Toc379704869)

[c. Medications 8](#_Toc379704870)

[d. Allergies 9](#_Toc379704871)

[e. Emergency Procedures 9](#_Toc379704872)

[f. Reporting Suspected Child Abuse 10](#_Toc379704873)

[g. Poison Information Center in Mass: 1800-6829211 10](#_Toc379704874)

[h. Head Lice Information 10](#_Toc379704875)

[XI. Children’s Records 10](#_Toc379704876)

[XII. Progress Reports and Referral Plan 11](#_Toc379704877)

[XIII. Tuition Information 12](#_Toc379704878)

[XIV. Pick up policies 12](#_Toc379704879)

[a. Late Pick Up Policy 12](#_Toc379704880)

[b. Late Procedure: 13](#_Toc379704881)

[c. Competence 13](#_Toc379704882)

[XV. In-Service and Snow Days 13](#_Toc379704883)

[XVI. School Vacation/Holidays 13](#_Toc379704884)

[XVII. General Information 13](#_Toc379704885)

# Welcome to Step by Step Chinese Learning center Afterschool Program

Welcome to the Step by Step Chinese Learning Center ([步步高中文学校](http://bbgchinese.com/) in Chinese) Afterschool Program for kid age between 5 and 14. We are delighted that you have chosen us. It is a pleasure to be working with you to create the best possible enrichment program for your child. Our afterschool program is designed to provide each child with variety of positive, healthy, inclusive, and interesting activities throughout each week.

This handbook is designed to share the philosophy, goals, policies, and procedures of our afterschool Programs. If you have any questions or concerns, please feel free to talk with us. We are very much interested in your comments, questions, and feedback regarding our program.

Together we can make this afterschool program a wonderful learning experience for your child.

# Statement of Purpose

The purpose of the Step Chinese Learning Center Afterschool Program is to provide quality care in a safe and supportive environment that fosters the physical, emotional, cognitive, and social growth of children, while supporting and strengthening families. Your child’s safety is our number one priority.

We teach student Chinese language and culture through classroom instructions, special art, cultural events, and field trips by relying on experienced teachers, the cooperation and involvement of parents and community support.

We create an environment for the kids to increase their self-esteem, learn imaginative structure of free time, learn tolerance and patience, develop responsibility, and enjoy social time with their peers and teachers.

## Philosophy

The Step Chinese Learning Center Afterschool Program is dedicated to developing spirit, mind, and body through programs which strengthen families, develop leadership in youth, encourage social responsibility, promote healthy lifestyles, and build international understanding.

## Goals and Objectives

The Step Chinese Learning Center Afterschool program is designed to provide recreation, social, and educational activities that stimulate growth and provide the security of a homelike setting. We provide a variety of positive, fun, healthy, and interesting activities, which promote a child’s physical, intellectual, emotional and social well‐being. Our programs focus on helping children ages between 5 and 14 develop to their fullest potential.

Our goals and objectives are:

* To provide environment to learn Chinese language and cultures
* To provide quality care and enrichment for children regardless of social and economic background
* To support and strengthen the family unit
* To help children develop to the fullest potential

## Services/Programs

The Step Chinese Learning Center Afterschool Program offers children a variety of age appropriate multi‐culturally enriched and diverse activities, which include learning Chinese language and culture, homework assistance, arts and crafts, games, field trips and special events. Our programs are dedicated to providing learning in afterschool through innovative and interactive activities.

## Nondiscrimination Policy

The Step Chinese Learning Center Afterschool program does not discriminate in providing service to children and their families on the basis of race, religion, cultural heritage, National origin, political beliefs, sexual orientation, disability, marital or economic status.

# Step by Step Chinese Learning Center Organization Chart

Below is Step Chinese Learning Center Organization Chart

Administrator and Director: Huiying Zhao

Administrator and Director: Zhiming Pi

# Daily Routing

Afterschool Program: 2:45PM – 5:45 PM

2:45 – 3:45 PM Greeting Period

Buses from the neighborhood schools are met by the Director; the educators take attendance as the children check into their home rooms. This transition time consists of greetings, smack time, settle down in class room and/or outdoor play.

3:45 – 4:45 PM Academic Period

Child participates Chinese, Math, etc acadmic classes per registration.

4:45 – 5:30 PM

Small group activities, complete student homework and outdoor activities.

During this time, staff will take their cues from the children on how to spend the remaining time. Opportunities may include stories, records, games, puzzles, homework, and perhaps more outside time. The children’s time is broken up into blocks of free play and small group directed activities, allowing for development of both cognitive and social skills. The educators role is to provide materials and structure so that while playing, children will be strengthening these skills.

5:30 – 5:45 PM Pick up

Small group activities finish up and children assist in picking up and straightening the areas.

As the group size decreases, the staff receive on-going training and supervision to further their knowledge and better their skills at “structuring” play naturally.

# Transportation from neighborhood schools

Step by Step Chinese Learning Center uses the school bus supported by SHED Kid’s Club.

Step By Step Chinese Learning Center will provide school a list of children attending Step By Step Chinese Learning Center program. When the child reaches Step by Step Chinese Learning Center (SHED Kid’s Club building), the home-base room educator immediately checks attendance to be sure all children are accounted for. In the event that an expected child is absent, the administrator immediately contacts the parent to find out if the child was absent or had missed the bus. If the parent cannot be reached, the emergency contact is contacted. To avoid this anxious situation, it is imperative that when a child is absent or when there is any kind of a schedule change, Step by Step Chinese Learning Center MUST BE NOTIFIED. The public school should also be notified. If a child should miss his/her bus to/from the neighborhood school, Zhiming Pi, Step by Step Chinese Learning Center Director, Huiying Zhao, Step Chinese Learning Center Director or a Step Chinese Learning Center educator would go to pick him/her up.

The teachers at each neighborhood school are responsible for placing them on the correct bus (a SHED Kid’s Club bus identified with a sign); Step by Step Chinese Learning Center assumes responsibility once they enter the bus.

**\*\*\* It is imperative that parents notify both the public school teacher and Step by Step Chinese Learning Center if there are any schedule changes.**

We prefer notification in writing, although a phone call will be sufficient after the first month of school.

**Bus behavior policy:**

Our primary concern is safety on the buses. All children are expected to stay in their seats and to exhibit good conduct and courtesy on the bus. If there is a problem regarding a child’s behavior on the bus, the bus driver will speak to the child and to the Director. The Director will work with the child to figure out strategies to help the child cope with the bus ride. If the unsafe behavior continues, the Director will discuss the issue with the child’s parents. If the unsafe behavior is still unresolved, the child may be suspended from the bus for a day, a week, a month or permanently depending on the situation.

# Report Absence to Step by Step Chinese Learning Center

It is imperative that if your child is absent from school, you must notify Step by Step Chinese Learning Center. The Step by Step Chinese Learning Center phone numbers are:

**978-2288320 and 978-2288321.**

\*\*\* If you fail to notify Step by Step Chinese Learning Center of your child's absence more than 3 times during the school year, there will be a $10.00 fee assessed each time the staff have to track your child's whereabouts.

# Missed Bus Policy

When a child misses the bus to Step by Step Chinese Learning Center, either the Director or a Step Chinese Learning Center educator will drive to the school to pick up the child. If this happens to the same child a second time within a two month period, the child will have a "service" consequence at Step Chinese Learning Center. If this happens a third time within two consecutive monthes period, the child will have a longer "service" consequence at Step by Step Chinese Learning Center and his/her parents will become involved in finding a solution.

# Behavior Guidance Policy

## Child Guidance

Basic rules include respect for each other, the property of others, the facility, the child’s safety, and the security of the group. Child guidance is accomplished through a positive approach, which respects the child as an individual. Discipline procedures are handled individually. Step by Step Chinese Learning Center educators provide guidance to children in a positive, consistent, and age appropriate way, based on an understanding of the individual needs and developmental stage of the child. The following are some examples of strategies in child guidance:

• 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 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.

## Progressive Methods of Child Guidance

* Redirection
* Reminder of rules
* Allowance for transition times and notice before they occur
* Discuss about challenges for a child. (The child is encouraged to suggest alternative solutions and assist in implementing them.)

## Cool down time: a quiet time for a child in a designated place within view and near the staff:

* Withdraw a child from activity
* Ask the child to sit apart from the group
* After 1 minute ask the child the reason why he/she is apart from the group and ask if he/she is ready to return to the activity
* Discuss situation with the child’s parent
* Incorporate his/her suggestions into the child’s behavior guidance plan

## Restricted Methods of Child Guidance

* No spanking or other corporal punishment
* No cruel, unusual, or severe punishment, humiliation, verbal or physical abuse, neglect, abusive treatment
* No denial of meals or snacks, drink, rest, or bathroom facilities as punishment
* No force feeding
* No punishment for soiling, wetting, or not using the toilet or forcing a child to remain in soiled clothing or forcing a child to remain on the toilet or other excessive practices of toileting
* No deprivation of outdoor time

An educator may only supportively hold a child in rare cases of an emergency where a dangerous threat to a child exists. The group leader may only hold the child long enough to remove him/her from the dangerous situation and when appropriate, return him/her to the group.

## Supportive holding of children is considered only in the following situations:

* The child’s safety is at risk
* The safety of other children or adults is at risk
* The child must be moved in order to be safely supervised
* The child demonstrates a sustained behavior that is highly disruptive and/or upsetting to other children necessitating moving the child
* Supportive hold is not implemented unless:
* The safety of the child and others demands immediate intervention

All other possible interventions have been attempted prior to supportive holding. The supportive hold may only be sustained long enough to remove a child from an unsafe environment or keep him/her from hurting self or others

Any Step by Step Chinese Learning Center educator who violates any of the above restricted methods may be immediately suspended until further investigation is completed by Department of Children and Families and Department of Early Education and Care.

Discipline and guidance is based on an understanding of the needs and development of the child and the circumstances at the moment. What is effective in one set of circumstances may not be appropriate in another.

Techniques employed at Step by Step Chinese Learning Center Afterschool program is constructive and positive in nature. Discipline at Step by Step Chinese Learning Center Afterschool program strives to enable the child to solve his/her problems in socially acceptable ways, to foster respect for others, their rights and feelings, while at the same time ensuring that others respect the child and his/her rights and feelings. Discipline is a method of enhancing a healthy self-esteem within the child.

In the event that a child’s emotional needs cannot be met by Step by Step Chinese Learning Center Afterschool program behavior management policy, the Administrator would confer with the child’s teacher, support staff, and the child’s parents to strategize further techniques. If a child consistently hurts himself/herself or others and is found to have emotional needs beyond the scope of Step by Step Chinese Learning Center Afterschool program, then the child would be terminated from the Program.

# Suspension and Termination of Care Policy

When children are accepted into Step by Step Chinese Learning Center Afterschool program, it is understood that parents will communicate and work with staff regarding behavior management and behavior modification plans. Consistent inappropriate behavior, highly unusual behavior or violent behavior may result in a two day suspension from Step by Step Chinese Learning Center Afterschool program. Suspension is at the discretion of the Program Director. If the behavior continues with no improvement after consultations with parents and behavior modifications by staff, Step by Step Chinese Learning Center may determine that the child’s placement in the Step by Step Chinese Learning Center Afterschool program is inappropriate for his/her developmental needs. If Step by Step Chinese Learning Center Afterschool program cannot meet the developmental needs of an individual child, the decision to terminate participation in Step by Step Chinese Learning Center would be made as a last resort. Parents would be consulted and involved throughout the decision making process. Failure to cooperate and work with the staff concerning behavioral issues may be grounds for suspension or termination from the program. Staff would make every effort to assist in finding a more appropriate placement for the child and to ease the transition for both the child and for the family in a manner consistent with the child’s ability to understand.

Possible reasons for suspension and/or termination of a child from the program include:

* Inappropriate behavior, considered to be harmful to your child, staff or others
* Inappropriate parent behavior toward a child, staff, or other parent(s)
* Chronic tardiness at pick up time
* Chronic absenteeism
* Step by Step Chinese Learning Center afterschool program is unable to meet the developmental needs of a child resulting in chronic disruption and/or unsafe situations for him/her or other Step by Step Chinese Learning Center children.
* If a child is suspended from school we ask that you keep your child home from Step by Step Chinese Learning Center as well. We would like to honor any decisions that are made in the Andover or other neighbor town School system. If your child is suspended from school, please let us know.
* Overdue fees
* Other, as determined and discussed with the Director

# Health Policy

Step by Step Chinese Learning Center is like a large family in that both adults and children are continuously exposed to each other’s germs. Fortunately we also develop some immunity to the common communicable ailments such as colds and stomach flus. The first few months of group contact may include exposure to more illness than your family is accustomed to.

Our Health Policy has been designed with both adults and children in mind. One of your biggest dilemmas is care for a child who becomes sick while at Step by Step Chinese Learning Center. In many cases it is not in the best interest of an individual or the group for the child to remain at Step by Step Chinese Learning Center Afterschool program, but at the same time we understand that it is difficult for the parent to miss work. While there is no entirely satisfactory solution, we will ask you to take your child home or keep him/her home if we feel he/she needs to see a doctor, is contagious and increases the risk of illness to the group, or the child requires prolonged individual staff attention which interferes with the safety and normal functioning of the group.

## Criteria used for sending a child home

* Moderate to high fever and the child seems uncomfortable
* Vomiting or diarrhea
* Certain suspected contagious diseases: for example conjunctivitis, ringworm, or pin worms
* Illness which seriously prevents participation in group activities
* head lice

Because the criteria are not black and white, it is often difficult to make a judgment. Sometimes we will call you and enlist your help in making a decision. **\* Parents will always be called immediately if there is any type of head, face or eye injury.** If we ask you to pick up your child, please arrive promptly.

## Criteria used for sending a formerly ill child back to program

* Fever free for 24 hours
* Free of diarrhea for 24 hours
* Free of vomiting for 24 hours
* When medication for communicable disease is required, child must have been on medication for 24 hours after first dose
* Head lice must be treated and the child’s head examined by Administrator or school nurse

If there is any doubt, please check with us.

**WE REQUEST THAT YOU CALL US IF YOUR CHILD WILL BE ABSENT FOR ANY REASON.** This helps us in planning our daily program, we will not be worried when your child doesn’t arrive from school, and it also aides the staff in identifying similar symptoms. Also, notification of your child’s exposure to a contagious disease (chicken pox, head lice, pinworms, strep) is very important to us. If your child has been exposed to anything here at Step by Step Chinese Learning Center, we will post notification for your information.

Children often tell parents that they really want to come to school following an illness, fever, vomiting, or sleepless night. We insist that you, the parent, make that medical judgment.

Please do not send your child to Step by Step Chinese Learning Center if you do not wish him/her to go outside. We all go outside every day (unless the temperature is below 20).

## Medications

Prescription medication may be administered by Step by Step Chinese Learning Center if the label indicates the child’s name and a Step by Step Chinese Learning Center parental authorization is signed. Non-prescription medication requires a written doctor’s order and parental authorization. Instructions from the physician must appear on the label or on a separate sheet of paper. If your child requires frequent medicine for a chronic problem, you may obtain a doctor’s note allowing Step by Step Chinese Learning Center to administer the medicine at our discretion which will cover us and you for the entire year.

It is always helpful information for the teacher to know if your child is taking any medication so she can be aware of any side effects reflected in his/her behavior (drowsiness, irritability, excitability etc.)

**\*\*\* ALL MEDICATIONS MUST BE HANDED TO A TEACHER AND AN AUTHORIZATION FORM MUST BE SIGNED IN ORDER FOR Step by Step Chinese Learning Center TO ADMINISTER ANY MEDICATION. NEVER send any medication in your child’s lunch box or pocket.\*\*\***

## Allergies

The staff should be informed in writing of any allergies (food, medication, bee sting etc.). An antidote may be left with the staff following the procedures described above.

Step by Step Chinese Learning Center does not provide any snacks which contain tree nuts or peanuts. We are also asking that if you send any treats into Step by Step Chinese Learning Center that they not contain any type of peanuts or tree nuts. If you do bring any food items into Step by Step Chinese Learning Center, please bring them to your child's teacher and inform him/her about the ingredients. Tree nuts and peanuts are contained and sometimes disguised in many foods; it is very important to check ingredient labels.

## Emergency Procedures

In the event of a severe accident:

If a parent CAN be reached:

* Administer first aid
* Call parent
* Parent pick up or secure medical treatment and/or send child to hospital of choice if advised by parent.

If a parent CANNOT be reached:

* Administer first aid
* Secure medical attention as needed and transport by ambulance to hospital of choice if warranted.

The child’s Step by Step Chinese Learning Center file and a Step by Step Chinese Learning Center educator would accompany the child to the hospital.

**Fire drills** are conducted every other month. In the event of a fire, children and staff would evacuate to A Children's Place, located on the front corner of this campus at the corner of School St. and Abbot Street. Staff would attempt to call you to notify you and someone would be posted at this site to redirect you.

**Gas leak, loss of power or heat** (when it is dark in the afternoon or when the temperature in the building falls below 65): The Step by Step Chinese Learning Center Afterschool program children would go to the Kid’s Club building or the SHED Building until parents could be called. If there were a need to evacuate the entire site, the Administrator or Site Coordinator would walk the children to A Children's Place, on the other side of the campus, to wait while parents are called. A sign would be posted on the SHED and Kid’s Club buildings to be sure any unreached parents would know where to find their children.

**Hurricane:** Parents would be called at first report of an impending hurricane. In the event that some children were not picked up before the storm, they and the staff would assemble in the lower classroom in the SHED building away from windows and wait for the storm to pass.

**Tornado:** Staff would probably not have time to notify parents. Staff and children would get under sturdy furniture in the lower classroom of the SHED building.

**Earthquake:** Staff would not have time to notify parents. Those indoors would assemble in the lower level classroom of the SHED building or in the Great Room in Kid’s Club building. Those outdoors would assemble in the center of any playing area away from trees and the building.

**Nuclear Disaster:** When notice was received, all children and staff would assemble in the Great Room in Kid’s Club building with all windows and doors closed and would listen to the radio for further instructions.

## Reporting Suspected Child Abuse

It is the policy of Step by Step Chinese Learning Center (as a mandated reporter) to report any and all suspected or alleged incidents of child abuse or neglect to the Department of Children and Families (DCF) immediately by telephone and to follow up in writing within 24 hours the information as reported by telephone. Should an allegation involve a staff person, it would also be reported immediately to the Department of Early Education and Care (EEC) and the staff person would be suspended immediately pending the results of the investigation conducted by EEC and the Department of Social Services.

## Poison Information Center in Mass: 1800-6829211

## Head Lice Information

Head lice continue to be a problem in many school and child care situations. Lice are highly communicable and are difficult to prevent. Many people associate lice with unclean people or homes. This is not true in the case of head lice.

Our main defense is communication: if you find your child has head lice, **you must tell us.** This is the only way we can take the necessary precautions to prevent the lice from spreading.

**Transmission:** Head lice are incapable of hopping, jumping or flying and are usually acquired by coming in direct contact with an infested person or by wearing an article of clothing (hat, scarf, coat) worn by an infested person, using an infested comb or brush, or by lying on infested carpeting or bedding. Even fallen hairs from an infested person

with viable nits attached may be a vehicle of transmission.

**Symptoms:** Lice are difficult to spot and are often detected by finding the nits attached to the hair shafts. Nits are tiny, yellowish oval specks which are the eggs from the lice. They will not wash off nor can they be blown away.

They may be found throughout the hair, but especially at the nape of the neck, behind the ears or on the crown of the head. Sometimes small red bites may be found on the back of the neck, but usually a very itchy head is one of the first clues.

**Treatment:** In the event that we find that your child has contracted a case of head lice, you would be notified immediately and would have to pick up your child. We would give you the information about special shampoos and the procedures to follow. Before your child would be allowed to return to school, all evidence of infestation must be removed from his/her hair and your child would be checked by both the school nurse and the Step by Step Chinese Learning Center Administrator.

# Children’s Records

An individual file will be maintained on each child enrolled in Step by Step Chinese Learning Center Afterschool program. All records are confidential and will not be released without the written consent of a parent or guardian. This does not apply to addresses and phone numbers that may be shared with other parents or distributed on a group listing unless otherwise specified by a parent. Step by Step Chinese Learning Center will not allow any child to participate in any activity unrelated to the direct care of children without written, informed consent of the parent(s). “Activities shall mean, but are not limited to: publicity, including photos and mass media, screening, research or unusual treatment.

* + - Parents may view a child’s record by scheduling an appointment with a staff member. Parents will be required to sign in a log whenever information from a child’s record is released. Parents may have information added or revised from a child’s record according to a prescribed procedure that may be obtained from the administrator. Records may also be transferred upon written request of a parent.
    - The records are made available to EEC, but may not be removed from the premises.

**Divorced or Separated Families:** It is the policy of Step by Step Chinese Learning Center to be a support to families and to promote positive development for children. We recognize that many families are in transition and have experienced divorce and separation. In order to provide the best possible care for your child, who is our main priority, we feel that it is vitally important that we be able to maintain good relationships with all the significant adults in his/her life.

To accomplish these goals, we ask that you make an appointment with the Program Director in order to discuss any matters of importance in relation to the divorce/separation and any other issues that may help us in the care your child. For instance, we need to be very clear in regard to the following:

What the custody arrangements are; which parent to contact first for general questions and in an emergency; whether duplicate program information should be sent to both parents; who is responsible for payments to Step by Step Chinese Learning Center., who will or will not be authorized to pick up the children; which parent will pick up the child on which days; who the other significant adults are in the child’s life and their relationship to the child, especially if we are to have contact with them as well. It will also be helpful to discuss the child’s general feelings as you see it so we may be appropriately responsive to your child when he/she is with us.

In an effort to minimize situations which may be uncomfortable for you, your child, and our staff, we ask that parents refrain from talking about custody issues, visitation disputes and problems with, or talking negatively about, the child’s other parent in front of the child.

**Restraining Orde**rs - If a court restraining order is to be respected, a readable copy of the order must be on file in the office. Unless Step by Step Chinese Learning Center is provided with a certified copy of an order from the court of competent jurisdiction which expressly states otherwise, either natural or adoptive or legal guardian may visit the enrolled child or children on a restricted basis during the normal hours of operation during the day. It is the parent or legal guardian’s responsibility to provide Step by Step Chinese Learning Center with the certified copy of the order. In addition, Step by Step Chinese Learning Center requires that custodial parent provide Step by Step Chinese Learning Center with a photograph of the person who is named in the restraining 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, and in the event that such person attempts to have contact with the child or children, Step by Step Chinese Learning Center shall first notify the local police department, and only then attempt to notify the custodial parent or legal guardian.

# Progress Reports and Referral Plan

Progress reports will be completed on each child at least once a year, usually at the end of school year. Parents will be offered the opportunity to discuss the report with the child’s educator.

In the event of observation by the staff that a child may be in need of special services, the staff will make a recommendation to the administrator. If in her judgment, after observation and reviewing the child’s records, the administrator feels the parents should be informed, she will request a conference to discuss the recommendation. The administrator will assist parents in any feasible way to obtain special services regarding social issues, mental health, and educational or medical issues including but not limited to dental checkups, vision or hearing screening, suggesting appropriate agencies when possible. A record will be kept in the child’s file that such a recommendation was made and any results to which the administration has privilege. Should the child terminate attendance in the program, the staff will make every effort to assist the child and his/her parents in transition.

# Tuition Information

* + 1. When registering: pay a $20.00 NON-REFUNDABLE registration fee once a year.
    2. All checks should be made payable to Step by Step Chinese Learning Center.
    3. **Tuition payments are due on the first week of each semester.**

**\*\*\* POLICY CHANGE \*\*\* If a payment is not received by the beginning of the second week of the semester, a $20 late fee will be charged.**

Step by Step Chinese Learning Center will charge a **$25.00** service fee for any returned checks

* + 1. All tuition payments should be dropped off at Step by Step Chinese Learning Center or mailed to: Step by Step Chinese Learning Center, PO Box 1193., Andover, MA 01810-1193
    2. It is presumed that a child is enrolled for the entire academic semester.
    3. The bussing fee is based on the number of days per week that a child attends Step by Step Chinese Learning Center. A child who attends Step by Step Chinese Learning Center afterschool program 1-2 days per week pays a $200 per semester. The child who attends Step by Step Chinese Learning Center afterschool program 3-5 days per week pays a $300.00 bus fee per semester.
    4. A full month’s notice in writing to the program administrator is required to withdraw from the program.

**\*\*There is no guarantee that you will be able to re-enroll your child in the program if you withdraw from the program during the school year.**

* + 1. There is a **10%** sibling discount when more than 1 child is enrolled in the programs. The discount is applied to their tuition amount.
    2. There is one slot available for unexpected or emergency use, not to be used on a regular basis. If you need to attend Step by Step Chinese Learning Center Afterschool program on a day that is not normally your scheduled day, you must request a day in advance. If it is not already reserved, your child may come to Step by Step Chinese Learning Center Afterschool program. The cost is **$20.00** after school hours. This payment is due on the day of service.
    3. In the event of any absences due to illness or personal vacations, you are still responsible for tuition fees and bus fee for time reserved.
    4. All account balances must be paid in full before you can register for the following semester.

# Pick up policies

Parents/guardian shall pick up their children by 5:45 p.m. Only those authorized to pick up a child will be allowed to do so. If there is a situation where someone other than Parents/guardian picks up a child, Parents/guardian shall notify Step by Step Chinese Learning Center staff both verbally and in writing.

## Late Pick Up Policy

**Step by Step Chinese Learning Center closes at 5:45 p.m. We expect you here by 5:45 p.m.**

* Step by Step Chinese Learning Center understands that all clocks are not consistent to the minute. However, the time standard used to determine lateness must be the time on the Step Chinese Learning Center clocks.
* In order to allow for some variance, you may accumulate 15 minutes “grace” time each year. In other words, you may be 3 minutes late 5 times before a fee will be charged. After accumulating 15 minutes of “grace” time, the late fee policy as written will go into effect.

**After 15 minute “grace” period: $1.00 per minute late charge.**

**After 12 late charges: Child must terminate participation in the program.**

* This charge must be paid within 1 week by check made out to Step by Step Chinese Learning Center
* Parents who are going to be late for any reason must call Step Chinese Learning Center before 5:30
* In the event of extreme lateness and/or chronic problems with late pick-up, Step Chinese Learning Center has the right to consider this a form of neglect and will contact the appropriate authorities.

## Late Procedure:

* From 5:45 - 6:15: staff will contact parents.
* From 6:15 - 7:00: staff will contact an emergency or pick-up contact.
* After 7:00 P.M., staff will contact Police department as failure to pick-up or notify Step by Step Chinese Learning Center may be considered abandonment.

## Competence

If any staff person has cause to believe that a parent who is picking up a child is not competent to drive home, the staff person will follow these procedures:

* Staff person will notify the parent of his/her concern and offer to call a spouse, a friend, or a cab.
* If the parent refuses and the staff person still has concerns, he/she will warn the parent that the police will be called. If the parent still refuses and the staff person is still concerned, the police will be called. This will be done in good faith in the interest of the child and the parent.

\*\* Both parents must be involved in the resolution of this problem.

# In-Service and Snow Days

When the public school teachers have an In-Service day, Step by Step Chinese Learning Center Afterschool program will close.

Step by Step Chinese Learning Center will close on **SNOW DAYS** when the public schools are closed.

Shall we add make up days?

# School Vacation/Holidays

The Step by Step Chinese Learning Center after school program will be closed on all the major holidays and during the December school break. If interest warrants, Step by Step Chinese Learning Center will remain open during the February and April vacation weeks. These days are not included in your tuition either; a fee of **$45.00** per day will be charged to those wishing to participate which is payable in advance. There will be 1 or 2 field trips during the week at no additional charge. A signup sheet will be posted for those weeks. Be sure to sign up well in advance if you need coverage; if a minimum sign up is not obtained by a specified date, the program will not be open.

# General Information

**a. Phone numbers**

You may call Step by Step Chinese Learning Center at either 978-2288320 or at 978-2288321**.** You can also use above numbers if an urgent problem or concern arises outside of the program hours.

**b. Visits**

In order to ensure a quality of the program, we need your help. We encourage parents to visit at any time. Conferences may also be arranged by appointment. Open and friendly communication is essential. Parent participation and input is welcome.

Parents’ concerns or suggestions for our school age program can be immediately directed to the Directors. Details surrounding the parent’s concern or complaint will be reviewed; solutions will be discussed; and an action plan will be implemented. Feel free to discuss any concerns or suggestions that you may have with the staff and/or the Director.

**c. Clothing and belongings**

* ALL of your child’s belongings should be labeled with your child’s name.
* He/she should carry a tote bag or backpack, also labeled, to help keep his/her things together
* If your child has an occasional accident or for any reason you would like to leave an extra set of clothes at Step by Step Chinese Learning Center - please label them, put them in a labeled plastic bag and give them to a teacher to store.
* All children go outside to play almost every day. Please be sure your child is dressed appropriately for the weather.
* We discourage you from allowing your child to bring toys from home. Step by Step Chinese Learning Center Afterschool program has carefully chosen appropriate toys and equipment which we encourage the use of while your child is at Step by Step Chinese Learning Center Afterschool program. If he/she needs something for security, please be sure it is well labeled.
* Please help your child gather his belongings and SIGN HIM/HER OUT each day.

**d. Pick up, drop off and parking**

* When dropping off your child at KID’S CLUB building Before School, please enter the school building with him/her and see that the child is left under the supervision of a Step by Step Chinese Learning Center teacher. **YOU MUST SIGN HIM/HER INTO THE PROGRAM;** a sign-in sheet is available in the classroom/cafeteria. We ask you to do this for your child’s safety and security and in case we need to exchange any information with you. Please feel free to chat informally with the educators at these times.
* **Cell Phone**: The use of cell phones inside the building is prohibited. This is to insure better communication between staff and the parents during drop off and pick up times.
* When picking up your child from Step by Step Chinese Learning Center Afterschool program, **YOU MUST SIGN OUT**. Even if your child is playing outdoors when you arrive, please enter the building with him/her, help collect all belongings, speak with an educator and sign out.
* Please leave a written note with a Step by Step Chinese Learning Center teacher when someone other than the child’s parent is picking him/her up. In an emergency, please call to notify Zhiming Pi (978-2288320) or Huiying Zhao (978-2288321) of any changes. Your child will not be released to anyone who is not authorized to pick him/her up.
* **PARKING**

It is important that you pick up your child using the front driveway off Phillips St. You may not come to the program via Abbot Campus Rd. and/or park in the upper parking lot.

Please park in the designated parking spaces at both ends of the lot and along the field side of the driveway if necessary. PLEASE DO NOT PARK IN THE “DROP OFF AREA” IN FRONT OF THE BUILDING; THAT AREA IS FOR THE BUSES ONLY. Please do not park on the corners of the parking lot or the driveway as you are leaving it. Please turn off you car when you go into the buildings; do not leave it running.

**e. Snack**

Step by Step Chinese Learning Center will provide a nutritious snack for your child every day. The snack consists of a pure juice or water and a choice of crackers, cereals, fruit, or vegetables. Often there is cream cheese, a dip, jelly or butter to spread. The choice varies daily; it is amazing what children will try in a group of their peers and under no pressure. Often the snack is prepared with the help of the child and is incorporated into the lesson plan.

You should notify Step By Step Chinese Learning Center any food your child allergs.

**f. Field trips**

In the event that a field trip is planned, buses are leased by Step by Step Chinese Learning Center through a local bus company. Written parental consent must be obtained before any child can go on a field trip requiring transportation.

**g. Recyclables**

Step by Step Chinese Learning Center uses all sorts of recyclables for projects and activities. We invite you to save things for us: milk bottle tops, toilet paper rolls, coffee cans, twistees or closers from bread, clean nylon stockings, toothbrushes (put through the dishwasher first), Styrofoam trays, egg cartons, colorful magazines, PAPER of all kinds (computer, letterhead etc. from work), and probably anything else you can think of.

**h. Parent involvement committee**

A group of interested parent has developed a Parent Involvement Committee. The goal of the committee is to strengthen the connection between the program and the families. If you are interested in more information, please speak with Zhiming Pi or Huiying Zhao.

**i. Lost and found**

There is a Step by Step Chinese Learning Center Lost and Found area in the front hallway. Please check this area from time to time.

**j. Smoking**

Smoking is not allowed anywhere on the Phillips Academy campus or /in the SHED facilities.

**k**. **Speed limit**

Please drive at allowed spped along the SHED/Kid’s Club driveway and in the parking lot.

**l. Babysitting policy**

It is the policy of Step by Step Chinese Learning Center that staff is not babysit for children enrolled in the Step by Step Chinese Learning Center Afterschool programs.

**WE HOPE YOU AND YOUR CHILD**

**WILL FIND Step by Step Chinese Learning Center Afterschool program**

**TO BE AN ENJOYABLE AND ENRICHING EXPERIENCE!!!**

[**www.BBGChinese.com**](http://www.bbgchinese.com)

Step by Step Chinese Learning Center phone numbers:

**978-2288320**

**978-2288321**