



2019-20 ESD Parent Handbook

Table of Contents

Contact Information.....	2
Mission Statement and Program Goals.....	3
ESD Administration and Staff.....	3
Hours of Operation.....	3-4
Enrollment Eligibility and Limitations.....	4
Daily Procedures and Attendance.....	4-5
Releasing Children.....	5
Late Pick-Up.....	6
Snacks.....	6
Health and Safety.....	6-7
Child’s Personal Property and Electronics in ESD.....	7
Telephone and Visitors.....	7-8
Discipline and Probation.....	8
Removal, Complaint Procedures.....	9
Registration	9
Tuition Payments.....	10-11
Service Fees.....	11
Records Requests, Withdrawing from ESD, Refunds.....	11-12
Late Tuition.....	12

LISD Campus Support Services Office

1565 C West Main St, Lewisville, TX 75067
Mailing Address: P.O. Box 217, Lewisville, TX 75067
(469) 713-5997 Fax: (972) 350-9482

Connor Vincelette, ESD Zone Supervisor | Direct line: 469-948-7973 vincelettec@lisd.net

Zone 1 Schools: Bluebonnet, Bridlewood, Donald, Flower Mound, Forest Vista, Garden Ridge, Liberty, Old Settlers, Parkway, and Wellington

Esmeralda Platas, ESD Zone Supervisor | Direct line: 469-948-7972 platasemeralda@lisd.net

Zone 2 Schools: Degan, Heritage, Highland Village, McAuliffe, Mill Street, Prairie Trail, Timber Creek, Valley Ridge, and Vickery

Courtney Pittman, ESD Zone Supervisor | Direct line: 469-948-7966 pittmanc@lisd.net

Zone 3 Schools: Central, Coyote Ridge, Creekside, Hebron Valley, Homestead, Indian Creek, Lakeland, Lewisville, Rockbrook, and Southridge

Sam Ormesher, ESD Zone Supervisor | Direct line: 469-948-7967 ormeshers@lisd.net

Zone 4 Schools: Camey, Castle Hills, Ethridge, Hicks, Independence, Morningside, Owen, Peters Colony, Polser, and Stewarts Creek

Elizabeth Zavala, ESD Clerk (Accounting for schools alphabetically Bluebonnet through Garden Ridge)

zavalae@lisd.net

Bronwynn Griffin, ESD Clerk (Accounting for schools alphabetically Hebron Valley through Morningside)

griffinb@lisd.net

Deb Johnson, ESD Clerk (Accounting for schools alphabetically Old Settlers through Wellington)

johnsonDL@lisd.net

Office Hours (School Year)
Monday—Friday 8:00 a.m.—5:00 p.m.
(Closed on all school holidays.)
On the web at www.lisd.net/esd

Extended School Day Mission Statement

The LISD Extended School Day Program's mission is to create a safe and enjoyable after school environment where children can play, learn and grow.

Statement of Goals

- To provide a safe and secure environment.
- To provide fun and engaging activities that encourage teamwork and problem-solving.
- To give children the opportunity to create friendships and interact with peers.
- To encourage children to be responsible citizens in their schools and communities.
- To build self-esteem and confidence in students.

ESD Administration, Staff, and Hours of Operation

Administration

The Extended School Day program is a function of LISD and follows the district's policies and procedures. The LISD program's administrative staff consists of the Director of Campus Support Services and three Extended School Day Zone Supervisors. Program policies, staff, curriculum, accountability and finance are monitored by the department of Campus Support Services. CSS works in cooperation with the principals from each elementary school regarding discipline, staff and ongoing monitoring of the program.

Staff

Each Extended School Day program site is staffed with an experienced Campus Leader and one or more aides. All staff members participate in an orientation and campus leaders receive monthly in-service training. The average adult-child ratio in the program is 1:14, although it could grow to 1:20 at certain times or for certain activities.

Members of the community may be used to enrich the program in areas of art, dance, dramatics, social skills, crafts and service. Parents are welcome to participate as resource volunteers in any topic area in which they would like to share skills. Please contact our office for complete information about volunteer policies and procedures.

Hours of Operation

The Extended School Day Program operates between the hours of 3:00-6:30 PM. Staff members are on their respective campuses at 2:30 PM. The program coincides with the LISD academic calendar; therefore, the program is not in operation during school holidays or school

in-service days. In the event of early dismissal of school due to inclement weather or emergency closing, the parent/guardian or other designated person will be expected to pick up the child at the announced closing time, or as soon as possible. On **scheduled LISD Early Release Days**, i.e., last day of school, etc., ESD will start at dismissal time and remain open until 6:30 PM.

Enrollment Eligibility and Limitations

Eligibility

The LISD Extended School Day Program encourages children of all backgrounds to attend. The program does not discriminate based on sex, race, color, national origin, ethnic background, religion, or disability.

Children enrolled in the program must be 5 –12 years of age and enrolled in Kindergarten – 5th grade at an LISD elementary school where ESD is offered. A minimum number of children must be enrolled for the program to be cost effective. The maximum number of students enrolled varies by campus. Waiting lists may be kept for schools that reach maximum enrollment.

Enrollment Limitations

Extended School Day is not a part of the Free Appropriate Public Education that LISD provides for each child. Due to limitations in staffing and budget, the instructional arrangements made during the regular school day are not available during ESD. Certain restrictions may apply to student participation in ESD.

- Our target adult to child ratio in ESD is 1:14; however, it could reach 1:20 at certain times or for certain activities. All students must be able to function physically, emotionally, socially and mentally in the group setting, as determined by ESD personnel.
- Independent toileting is required to attend ESD.

ESD Daily Procedures and Attendance

Daily Procedures

Enrichment based activities will be provided each day, along with time for homework, recess, and a 15-20-minute reading period. Please visit with the ESD Campus Leader at your child's school for complete information on the daily schedule.

Attendance

If your child will not be attending Extended School Day for any reason (including an absence from school, being signed out early from school, riding the bus, etc.) you must notify ESD staff by 2:30PM. **Absences without prior notification may be mistaken for a missing child, and cause unnecessary concern and time searching for the child.**

If a child does not arrive at the program as intended, the ESD staff will attempt to contact the parents at all numbers provided on Procure. If the parents cannot be reached, the staff will then call the emergency contacts. If your child has permission to walk or ride a bike home, ESD staff must be notified in writing, and your child must notify the ESD staff before leaving the campus. Repeated problems with attendance procedures may cause your child's registration in ESD to be canceled.

- **Please Note: If a child is signed out during the regular school day and does not return before dismissal, the child may not attend ESD. If a child is signed out from ESD, the child may not return to ESD that day.**
- **Please Note: Students assigned to the Alternative Education Program, students suspended from school, or students who are removed from their school day classroom or campus for any behavioral reason will not be allowed to attend ESD during that time.**

Releasing Children

Each child in the Extended School Day program will remain at the program site until picked up by an authorized individual or has parent/guardian permission to walk or ride a bike home. The parent/guardian enrolling the child must stipulate on their Procure pick-up list the persons that may pick up their child. The parent/guardian enrolling the child must stipulate in writing whether the child has their permission to walk home and at what specific time (times should be revised to reflect seasonal changes). Staff not recognizing an individual entering to pick up a child will ask to see picture identification, i.e., Driver's License, etc. Only those individuals designated as such by the enrolling parent/guardian will be permitted to sign the child out of the program. All ESD children must have alternate and emergency pick-up arrangements. Even if a one-time exception is to be made to the recorded information, the enrolling parent/guardian must provide the ESD staff with this information in writing. Again, that individual will need a picture ID to pick up your child. Any person picking up a child from ESD will be required to register on the attendance system we use through Procure. When the child is checked out on the computer the person's initials and the time will be recorded on the child's time card.

****Please Note: ESD staff will not release your child to walk or ride a bike home after dark, during inclement weather, or any other conditions that staff deem to be unsafe.**

If your child attends extracurricular activities, tutorials, or has any other kind of arrival/departure time change within the period he/she is enrolled in the program, you must provide the ESD staff with this information. Children **WILL NOT** be permitted to leave the program area unless you specifically address this in writing. This includes any tutoring, or spending time with the classroom teacher. We cannot accept responsibility for supervision when the student is not in our immediate care.

ESD staff will make every effort to prevent a child from being released into a potentially harmful situation, i.e. leaving with an alleged perpetrator of abuse or with anyone under the

influence of drugs or alcohol. ESD staff will involve the police if a safe, alternative individual is not provided to pick up the child.

Late Pick-up Procedures

Closing time is 6:30 PM. At 6:30 PM the ESD staff is officially off duty. A late charge is assessed to deter late arrivals and to compensate those staff members required to stay late. A late charge of \$10 per child will be assessed for the first fifteen minutes or any portion of the fifteen minutes after 6:30 PM. An additional \$10 per child will be charged for each fifteen minutes or portion of fifteen minutes thereafter (i.e. arrive at 6:31-assessed \$10, arrive at 6:46-assessed \$20). **The Procure sign-out computer will be used as the official timepiece.** The late pick-up charge must be paid to the Campus Support Services Office within five business days. Failure to pay the late charges will result in student dismissal from the program.

If you find yourself running late, call ESD immediately to inform them. Calling ahead will not absolve you of any late charges, but will curtail the anxiety your child feels when no one has arrived by 6:30 PM. If we cannot reach you, or any of the other contacts listed by 6:45 PM and no one has arrived to pick up the child, we will contact the appropriate police department to determine whether the responsible party has been delayed due to an emergency situation. **Consistently picking up your child late can result in student removal from the program.**

Snacks

Snacks served in ESD are arranged through Aramark. Parents are welcome to pack an extra snack for their child to have in ESD. Should your child have an allergy or condition that prevents him/her from eating certain foods, please note this information on Procure. Parents occasionally want to provide a treat in honor of a child's birthday. In this case, they should contact the staff several days in advance to determine the number of children to be served and to arrange the date and plans.

Health and Safety

If your child has a known medical condition (asthma, diabetes, seizure disorder, etc.) please be sure this information is recorded on Procure and that the staff knows what medical care is needed if a problem should occur during ESD hours. **Please note: ESD does not have access to medication(s) provided to the school nurse.** Emergency Rescue Medication must be provided to the ESD staff with a completed ESD Medication Form.

If the School Nurse and/or office informs the ESD program that a child has head lice, the parent/guardian will be contacted and is required to pick up the child immediately. If a child has been sent home by the School Nurse during the regular school day, the parent/guardian **MAY NOT** bring the child back to school to attend ESD. If the child did not attend school due to illness, he/she may not attend ESD. If a child has any one of the following conditions, the parent/guardian of the child will be notified to pick up the child **IMMEDIATELY**: contagious

disease, fever over 100°F, vomiting, diarrhea, pink eye, head lice, or accident requiring medical attention.

ESD staff will provide care for children who are ill or injured, following the guidelines and policies governing regular school day teachers including medication policies. Emergency contact will be made according to the information provided on the Procure. Minor injuries (small cuts, bruises, scrapes) will be treated by the ESD staff. In serious cases, the child may be taken to the local hospital by emergency vehicle. This is a decision that will be made by the responding paramedics and the parents will be called immediately after the accident.

Child's Personal Property

Children's personal property, coats, clothing, school bags, etc., must be cleared from the program area after each session. Any personal property that remains will be taken to the school's Lost and Found area. Although the program attempts to help children stay organized, LISD and ESD cannot be responsible for lost or damaged personal property. Children should not bring money, toys, or other items not necessary for school activities to ESD.

Electronics in ESD

ESD will follow all LISD and campus policies in regard to allowing student use of electronic devices. Students may use electronic devices during approved times only. Electronic devices must be kept on silent and cannot be a distraction for other students in ESD. Extended School Day staff assumes no responsibility for lost, broken, or stolen electronics. Electronics are for personal use only and may not be shared with other students. In addition, students may not communicate with each other or take photos or videos of other students or staff using their devices at any time.

Any misuse of electronics, such as using them during an unapproved time, causing a distraction, sharing, accessing the Internet or inappropriate material as determined by campus staff, cyber-bullying, etc. will lead to disciplinary action, up to and including dismissal from the program.

Telephone and Visitors

Children will not be allowed to use the campus phone during ESD hours. The phone is reserved for emergency use only. Due to the location of the phone, it is difficult for the staff to hear the ringing phone over a group of children. Please be patient. Also note that cell phone use by children during program hours is not permitted.

Parents are welcome to observe the program. However, if you wish to visit the program, please make arrangements through the Campus Support Services Office in advance. For security reasons, when picking up their student, parents will not be permitted to linger or interact with students other than their own. For liability and supervision reasons, it is not possible for

children who are not enrolled to attend or to take part in activities.

Please note that Extended School Day does not provide visitation time for non-custodial parents. We ask that you make visitation arrangements through the custodial parent and/or court personnel. Also, we cannot allow visitors such as therapists, tutors, etc. to work with your child while at ESD. With your permission, school personnel, such as a teacher or counselor from your child's campus, can pull your child for individual help during ESD.

Discipline, Probation and Removal

Extended School Day follows the same discipline plan used district-wide. Behavior standards for the children will be the same as in the regular school day. All students are expected to follow the guidelines specified in the LISD Code of Student Conduct. The children will know what behavior is expected, as well as the rewards and consequences of their behavior choices. Every attempt will be made by the staff to work in cooperation with the parents to solve discipline problems.

Any discipline issues will be addressed by ESD staff. At no time may a parent approach or confront a child, other than his or her own child, with respect to discipline issues or other interpersonal matters. In addition, altercations between parents are strictly prohibited on school property, including parking lots.

A child's behavior may be observed by the ESD administrative staff. Any behavior that hinders the smooth operation of the ESD program could lead to probation or dismissal from the program. Such behaviors may include, but are not limited to: disrespect, defiance, harassment, emotional outbursts, running away, threats, and/or any physical aggression toward students or staff. If a child's behavior is interfering with the operation of ESD, parents will be contacted and asked to pick up their child immediately. **Repeated inability to meet appropriate behavior standards will result in dismissal from the program.**

Probation

Children may be placed on ESD probation by the Extended School Day Zone Supervisors following one or more severe behavior incidents as mentioned above. Children may be placed on ESD probation following three payment decline's or re-instatement's. Children placed on probation will remain in the ESD program with the understanding that any additional behavior problems during that school year may result in removal from the program.

****Please Note: A child placed on probation will remain on probation through the end of that school year.**

Removal

Severe behavior incidents and three payment decline's or re-instatement's may result in **dismissal** from the program and Summer Day Camp, whether a student has been placed on probation or not. Students who have been dismissed from ESD may or may not be allowed to re-enroll for the next school year. This will depend on the nature of the behavioral problems and will be at the discretion of the ESD Zone Supervisor. ESD will use the same refund schedule as a voluntary withdrawal to determine if any money will be refunded upon dismissal.

****Please note: Children can be removed from the program due to inappropriate behavior by parents such as verbal abuse, physical abuse, or sexual harassment of ESD staff members, children, or other parents.**

Complaint Procedures

Concerns about the operation of the Extended School Day program should be addressed beginning at the campus level with the ESD Campus Leader. If your concern is not resolved, please call 469-713-5997 and ask for the Zone Supervisor who oversees your child's campus.

All procedures and policies of the program are developed with the safety and care of the child as the primary concern.

Campus Contact Information

Please use the contact information provided to you by the ESD Campus Leader. Keep this number with you at all times in case you need to reach the ESD staff. You may also contact the Campus Support Services Office at 469-713-5997.

Registration and Tuition

Registration

Registration is online, a non-refundable \$45 registration fee, the direct auto deposit form and the first tuition payment must be submitted to Campus Support Services prior to the first attendance date. For your child's security, the program requires the information on Procure to be kept current. The parent/guardian must provide the new information (emergency contacts, designated pick-up persons, work phone numbers, addresses, etc.) to ESD staff on campus and to the Campus Support Services office. **At least one local emergency contact must be listed on Procure.**

Tuition

The assessment of tuition is based on the total number of school days and divided evenly into equal payments. We do not have a daily charge nor do we pro-rate payments. If a child needs the program for only two or three days a week, the full tuition amount is required.

- **Please Note: Each tuition payment is the same regardless of the number of school days in that month.**
- **Any accounts that are more than 5 days past due may result in dismissal from the program.**
- **To conserve resources, routine reminder notices for tuition payments are not provided. Complete information concerning payment due dates and amounts are provided with registration materials and can be found online. www.lisd.net/esd**
- **Payments are applied first to any outstanding balance on your account. Therefore, if your payment does not cover the outstanding balance and the current tuition/fees due, your account is still considered delinquent and your child may be subject to removal from ESD.**
- **Tuition Payment Plans cannot change after receipt of the first payment.**

Important Tuition Notice

***Children may be placed on ESD probation following three payment decline's or reinstatements. ***

Please be advised that the ESD payment plans are not calculated based on the number of school days within a month. The plans are based on the total number of days in the school year divided into equal payments. Tuition adjustments will not be made for unforeseen circumstances beyond LISD's control (inclement weather, medical or facility emergencies, or other days off that are not made up).

Tuition Payments

Payment Methods:

Beginning with the 2019-2020 School year installment payments will be collected by auto draft of a credit card or checking account.

1. Credit Cards (We accept Visa, MasterCard and Discover)

If your payment declines you will be contacted by our office for payment.

2. Automated Clearing House through your checking account

If your payment returns NSF there will be a \$5 fee assessed to your account and our office will contact you for payment.

Service Fees

Fee Type	Amount
Registration	\$45.00 per child (non-refundable)
Reinstatement	\$15.00 per child (If you withdraw your child or child is withdrawn for nonpayment)
Late Pick Up	\$10 per child, per 15 minutes

Records Requests

Copies of records pertaining to your child’s registration and/or attendance at Extended School Day can only be released to a parent or court, upon written request of the child’s parent or as the result of a subpoena. Please contact LISD Legal Services when making a records request.

Flex Reimbursement Forms

Please allow fifteen business days from our receipt of your request for processing.

Withdrawing from ESD

A student is considered actively enrolled until written notification is received from the parent stating that a child is withdrawn from ESD. Withdrawal forms are available at the Campus Support Services Office, online, and at each ESD site. Please complete a form and email or fax the form to the Campus Support Services Office. Parents are responsible for any tuition and/or fees incurred until a child is officially withdrawn from the program.

Refunds

Refunds are calculated using a flat weekly rate for the weeks enrolled. Weekly rates vary by payment plan:

Payment Plan	Weekly Retention Rate
Standard Yearly/Semester/Monthly	\$70/\$70/\$66.25
LISD Employee Yearly/Semester/Monthly	\$50
Scholarship	\$37.5

For example, if you withdraw your child from ESD and you paid the **Standard Yearly rate**, your refund will be calculated as follows:

- Number of weeks enrolled x \$70.00 and subtracted from the yearly rate paid
 Example: Paid \$2,100; enrolled 10 weeks; $10 \times \$70 = \700.00
 Refund would be \$2,100 less \$700 = \$1,400.00 total refund.

Standard Semester Plan

Number of weeks enrolled x \$70.00 and subtracted from the Semester rate paid
 Example: Paid \$1,125.00; attended 10 weeks; $10 \times \$70.00 = \700.00
 Refund would be \$1,125.00 less \$700.00 = \$425.00 total refund.

Standard Monthly Plan

Number of weeks enrolled x \$66.25 and subtracted from the paid current month's installment.
 Example: Paid \$265.00; attended 3 weeks: $3 \times \$66.25 = \198.75
 Refund would be \$265.00 less \$198.75 = \$66.25 total refund.

Refunds are based on payment method. If your payment was made with a credit card, the refund will be on the credit card used. You will need to provide the card number to our office as we cannot see the card information once payment is made. Credit card payments older than 6 months will be refunded by check. Check refunds may take 30-45 days from the time that Campus Support Services is notified of the withdrawal.

Late Tuition & Removal

Payments are due according to the schedule provided. If your payment is not received according to the payment schedule, your child will be removed from ESD. A fee of \$15.00 per child must be paid for reinstatement, provided there is space available in your child's ESD program.

Disclaimer: All information in this handbook is correct as of the time of printing. LISD Campus Support Services reserves the right to make changes as deemed necessary by the LISD Board of Trustees and/or program administration. Nothing in this handbook constitutes a contract, explicit or implied.