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# PARENT HANDBOOK

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## Trout Creek Academy Extended Day

855 Timberwolf Trail, Saint Augustine FL 32092

VILLAGE EXTENDED DAY SERVICES, LLC  
560 Market Street St. Augustine, FL 32095  
Website: [www.Villageextendedday.com](http://www.Villageextendedday.com)



## Welcome Message

Dear Parent/Guardian,

We thank you for entrusting your child to the caring, dedicated staff of Village Extended Day. We look forward to the opportunity to “team up” with you in caring for your child. This handbook is intended to provide you with information about the Trout Creek Academy Extended Day program and will help us to deliver the best possible experience for your child. Please let us know if you have any questions. We ask that you please read the following information carefully before signing.

The mission of Village Extended Day Services is to provide your child with a safe, fun, and enriching after-school experience. Through our unique approach, we provide energetic environments that are nurturing and filled with a variety of structured activities that provide opportunities for learning, exercise, social development, and FUN! Parents are assured that extended day students are properly supervised and provided with engaging and stimulating activities and have an appropriate balance between homework, exercise, skill development, and social activities. It is our policy, to admit students without regard to race, culture, color, creed, national and ethnic origin, sex, religion, and/or disability.

Since 1981, we have delivered outstanding, child-focused services and programs; consistently rewarded by our parents and the community with awards and recognition. Childhood is a critical developmental period when cognitive, social, emotional, physical, and academic skills combine to establish the foundation for which all future learning and life opportunities will be based. Year after year, our extended day programs have exceeded the high expectations of families, we will continue to do so for many more years to come.

Best regards,

*Rachel Sledge*

Rachel Sledge  
Executive Officer  
Village Extended Day Services



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## Introduction

Village Extended Day Services has partnered with St. Johns County schools since 2012 to provide safe, nurturing, and stimulating before and after-school care. We provide a variety of structured activities that provide opportunities for learning, exercise, social development – and fun! Our programs are structured like a mini-summer camp every day; each week new activities are provided to each age group, to ensure multiple positive learning experiences.

Parents can be assured that their children are properly supervised and provided with stimulating activities and an enriching experience. Village extended day staff have obtained any related DCF credentialing, and complete a full spectrum training program, provided onsite by our tenured and experienced trainers and management personnel.

### **Outline of a typical extended day experience:**

- **Dismissal** begins students are dismissed from school
- **Group Assignment;** Students are assigned to their age based groups
- **Attendance;** Counselors and Management collect attendance
- **Group Planners;** each group has an activity planner, which is updated weekly, and designed specifically for each particular age group.
- **Daily Activities;** rotates through a series of planned, supervised, fun activities
  - **Quiet Activity;** homework, reading, drawing
  - **Indoor Activity;** science experiments, cooking, art/crafts and more
  - **Outdoor Activity;** movement, sports, outdoor challenges, and more
  - **Alternate;** replacement outdoor activity included due to weather, etc.
- **Pick Up;** students gather their belongings and are checked out as they leave with their parent / authorized adult

We have delivered outstanding, child-focused services for over 40 years. Our experience operating schools, summer camps, and other Extended Day programs allows us to bring a unique perspective and experience to the daily life of your child.



## Operating Information

### **Village Extended Day Hours:**

On all school days during the school year, Village Extended Day is open from 6:30 AM until the time the bell rings each morning, and from the end of the school day each afternoon until 6:00 PM. We are open these regular hours for any days your school is open.

### **Student Pick-Up:**

Each day your child should be picked up from our after-school program no later than 6:00 PM. Late pick-up should be avoided. If you are concerned that you will be running late for any reason, please call (904) 377-4569 this phone number is also located on our website to ensure staff is aware your arrival will be delayed.

If your child is picked up **later than 6:00 PM**, a late fee may be assessed as follows:

- \$1 per minute for the first 10 minutes
- \$2 per minute after that time

If tardiness becomes chronic, we will provide a warning and if the practice continues, your child will be subject to disenrollment.

### **Trout Creek Academy Extended Day Contact:**

Parents/Guardians are welcome to email, call and/or text;

Extended Day Email:	TCA@VillageExtendedDay.com
Phone and/or Text:	(904) 377-4569
Program Manager:	Christy Carter
Executive Officer:	Rachel Sledge

**Communication/Response time:** Parents can expect a response within 1 (one) business day, during normal operation hours (Monday-Friday 6:30am – 6:00pm) excluding weekend and holiday periods. (Emergency communications and responses are immediate.)



## Our Philosophy

We believe that we have a tremendous opportunity to impact the lives of extended day students by providing an informal setting for safe, fun, nurturing and enriching after-school experience. We encourage team building, friendship skills, volunteerism, and personal growth all while having fun after-school. Our philosophy is guided by the following principles:

**EXCEPTIONAL QUALITY:** Village Extended Day Services is committed to providing the highest quality before and after-school experiences for the students in our care. We have accumulated experience and provide excellence through the well-planned and supervised daily activities that allow for learning through play and exploration. We provide high quality professional training for our staff to ensure that our counselors and management personnel remain current with evidence-based behavioral management and curricula implementation strategies.

**PARTNERSHIP WITH PARENTS:** We strive to exceed parent expectations in all aspects, especially when it comes to communication. We recognize the importance of family involvement in each students learning environment. We keep parents informed on the structure of the program, schedules of the day and daily activities. Our goal is for parents and staff to truly partner together in order to achieve the highest level of success for each student

**STRONG RELATIONSHIPS:** We recognize that non-cognitive skills like attentiveness, motivation, self-confidence, and a positive attitude are equally as important as cognitive skills in students' future academic success and work-related skills. Healthy development of these and other social and emotional skills is dependent on the quality and reliability of a student's relationship with family members and other caretakers. Village Extended Day programs are arranged in ways to enhance social development. Our counselors not only model appropriate social interactions, but provide opportunities to promote social functioning, and directly teach appropriate ways to interact and handle problems with friends, as well as provide a mentor relationship with students. We ensure that students know they are safe, secure, and loved regardless of their behavior on a given day. Our counselors strive to promote friendships among students recognizing that social growth and support will provide a strong foundation for character development and future life skills.



## Enrollment & Tuition

**Registration:** All applicants for Village Extended Day will pay a non-refundable registration fee of \$100. For families with more than one child, there is a \$150 maximum registration fee.

**Payment Options:** Checks should be made payable to Village Extended Day or paid by credit card through tuition express. For a child to be enrolled in our program, it is required (no exceptions) that your debit, credit, and/or checking/savings information is setup within our automatic payment processing through a third party known as Tuition Express. **The Electronic Funds Transfer Authorization form (Tuition Express form) must be returned with your enrollment paperwork each term.**

**Annual Tuition:** Tuition is due in advance before the **first day of the school year** and on or **before the 1st of each month**. If the 1st falls on a weekend or school holiday, payment is still due no later than the 1<sup>st</sup>, and must be made prior to the school closure. For instance, if the 1st falls on a Sunday, payments will be deducted on the Friday prior. There are 180 days of school each year, and each month has a different number of school days. For your convenience, and to simplify the payment process, we have divided the Extended Day fees into 10 equal payments of 18 days each. Village Extended Day will review prices annually and reserves the right to adjust prices for each academic year, or at other times during the year due to unforeseen economic conditions, and/or extraordinary expenses. We will provide at least two- week notice of any changes.

**Tuition payments;** will be withdrawn automatically on the 1st of each month (or the last business day prior to the 1<sup>st</sup> if the 1st falls on a weekend or school holiday). You may choose to pay tuition using an alternative method prior to the date of the automatic deduction. If the EFT is declined for any reason, payment must be made using a valid card or cash no later than the 2nd of the month, for your child's continued enrollment in our program. State law prohibits attendance if tuition has not been paid. Please help us remain in compliance by keeping your EFT account information current OR by making your tuition payments before the automatic payment deduction date. Communicating is important, and it is imperative that your card on file is kept in good standing to avoid penalties. A fee of \$40 will be charged for Returned checks and/or declined EFT transactions; if the EFT is declined for any reason, payment must be made using a valid card or cash **no later than the 2nd of the month**, for your child's continued enrollment in our program. Repeated occurrences may result in a requirement that you pay by cash or money order in the future.

**Changes/Refunds;** For any account changes, i.e. withdrawal from program, scheduling, number of days, option of morning, afternoon, and/or both, etc.; we require a two-week written notification sent via email to **TCA@VillageExtendedDay.com** Even with notice, there will be **no refunds for withdrawal on or after the 1<sup>st</sup> of the month.**

NOTICE: Information contained is privileged / confidential, any dissemination, distribution, and/or copying of this information, without prior written consent, is prohibited. Handbook updated 08/2024.



## Program Rules & Expectations

Our extended day program is licensed by the Florida Department of Children and Families (DCF). There is an extensive list of rules with which we must conform, and it is important that you be familiar with some of these that may directly impact you.

**Child Pick-Up Authorization:** Florida law requires that no child leave our care with anyone who is not named on the child's registration form or in writing. A parent/legal guardian may give separate **written permission with authorized signature** at any time for an individual at least 18 years of age to pick up the child. An email or text copy of your permission and signature is acceptable. Verbal authorization is not permitted. That means there are no circumstances under which you can call us, even in a personal emergency, and provide verbal authorization to release your child to someone not on your designated pick-up list. You may remove someone from your pickup list at any time. The only exception is that you may not remove a child's parent without providing us with the appropriate court order.

For safety and liability reasons children may at no time be released from the care of Village Extended Day to bike or walk home. As stated, an individual **at least 18 years of age** must be authorized to pick-up children from Village Extended Day.

In the event of parental disagreement; if both parents have equal custody / decision making then both parents can add additional pick up permission to the list. In this situation, the other parent cannot remove the authorized pick up. This will be true unless we receive court or legal documentation stating otherwise.

**IEP & Behavior Plans:** Village Extended Day strives to provide each of its students with the highest quality and safest before and after school experience. Research shows that consistency is pivotal to children's success. To aid in this, it is asked that you provide us with a copy of your student's IEP, 504 Plan, or any other behavior plan that is on file with the school, so that we may implement the same strategies used during the school day.

**Abuse:** By Florida law, staff is required to document and report any possible signs of abuse and neglect to the Florida Abuse Hotline without Village Extended Day Services' knowledge or approval. They are mandatory reporters.

**Fire and Disaster Drills:** DCF requires us to hold monthly Fire and/or Disaster Drills. We try to prepare the children for the experience, so they are comfortable with the procedure. We apologize in advance for any inconvenience this may cause, as there will be no one to open the doors at that time. We evacuate to the playground for our drill. Please be patient. Our drills do not usually take very long, and we will be with you as soon as possible.





## Program Rules & Expectations

**Smoking:** Smoking is not permitted on the school grounds or parking lot. Village Extended Day is subject to a non-compliance citation by DCF if anyone violates this prohibition.

**Dress Code:** Please refer to your schools dress code. Keep in mind your child will participate in potentially messy activities. While we try to use “washable” products, we know that stains do not always wash out. Also, please send your child in weather appropriate clothing, or with a jacket in their backpack, as needed. We recommend writing your child’s name on all clothing articles that they might not wear at all times.

**Electronic Devices/ Personal Valuables:** Village Extended Day will not be responsible for the loss or damage of electronic devices and or personal items such toys, electronic devices, cash, valuable jewelry, etc. Use of electronic devices is not permitted during the hours your child will be attending our Program. This includes phones/iPads/touchpads, etc. All devices are to be kept in book bag and not to be accessed or used while attending our Program.

**Snacks:** Daily snack time is provided. Please pack a snack daily for your child. If your child has food allergies please make sure you make our Director and Program Manager aware.

**Discipline:** It is our policy to treat our children with love and respect. To accomplish this goal, we employ positive reinforcement. Children are curious and it is developmentally appropriate for them to test rules and limits. We believe that catching children when they make good choices by complimenting them and positively reinforcing good behavior is far more effective than disciplining children when they misbehave. We train our staff to talk to children on their own level by making eye contact and validating children’s thoughts and feelings. At no time are negative reinforcement techniques requiring the use of physical punishment, or the withholding of food or toileting, acceptable

**Approach to Difficult Behavior & Bullying:** Aggression is unacceptable in any form, including hitting, throwing objects, disrespectful and disruptive behavior, running away from the child’s group/counselor, use of inappropriate language or note writing, and verbal threats of intimidation and cruelty. We work as partners with parents on behavioral issues. However, there are very rare times when dangerous aggressive behavior OR deliberate unkind behavior can lead to suspension or dismissal from our program. Most minor behavioral issues will be handled between the counselor and the child. Other instances will result in a written incident report and parent contact. Repeat occurrences of previously addressed behavior or extreme behavior may result in suspension from the Extended Day Program. Reoccurrences of the issue, following suspension, may result in disenrollment from our program.



## Program Rules & Expectations

**Head Lice / Nits:** If your child is found to have head lice or nits, they may be asked to leave extended day and may not return until you have treated their hair and pulled the nits. Your child will be checked by our staff, before returning to the program. If live lice or numerous nits are found after initial treatment, we cannot accept your child to return to the program. Please check your child's head nightly and pull any nits you see, so that they may not hatch again.

**Illness and Contagious Symptoms:** We know it is an inconvenience to be called out of your workday to come pick up your child due to an illness, and while we do sympathize, we also believe that it is important that we work together to minimize the spread of germs. You may be called to pick up your child if he/she develops any of the symptoms listed below:

- Severe coughing
- Rapid breathing
- Stiff neck (especially if the child cannot lift their head up and down)
- Vomiting and/or Diarrhea (2 or more abnormally loose stools within 24 hours) \*\*
- Temperature of 100 °F or higher when in conjunction with other signs of illness\*\*
- Temperature of 101 °F or higher in the absence of symptoms\*\*
- Eyes that are irritated and discharging\*\*
- Exposed, open skin lesions \*\*
- Green discharge from the nose that lasts more than 2 days \*\*
- Unusually dark urine and/or gray or white stool \*\*
- Yellowish skin or eyes \*\*
- Any other unusual signs or symptoms of illness \*\*

\*\* These items require your child to be symptom-free for 24 hours before returning unless approved by a doctor with a doctor's note.

NOTE; these policies for illness and symptoms are a combination of our guidelines and also the State of Florida DCF requirements that we must follow. You can also refer to our website for specific information about Covid19; any DOH requirements supersedes any information provided below and/or on our website.

**Religion:** Village Extended Day Services does not have any affiliation with any religious groups or organizations.



## Program Rules & Expectations

**Health & Medication:** Medication should be administered at home or during school hours by the school nurse whenever possible. We will **only** give medicine that is a prescription and is required during the extended day hours, or emergency medicine like an Epi-pen. All medication must be labeled, in its original container and placed in our designated Medicine Bag with a completed medication usage form. We cannot exceed the dosage written on the bottle or box without doctor's written approval. Always give medicine directly to your Director or Program Manager – **please do not send it in your child's backpack**. We suggest that you apply sunscreen in advance before your child arrives at school. We are not able to apply sunscreen or insect repellent while your child is in our care.

**Contagious Disease:** If your doctor determines that your child has a contagious disease, such as chicken pox, whooping cough, measles, etc., please notify us immediately so that we can inform the other parents.

**Biting Policy:** Biting is not an appropriate behavior for school aged children and in the very rare case that this occurs, the child may be suspended or expelled from Village Extended Day program.

**Medical Emergency:** In the event of emergency while your child is in attendance, you grant Village Extended Day Services and Village Extended Day permission to administer care as it sees fit for the child's best interest.

**Waitlist:** We only start a waitlist when absolutely necessary. Village Extended Day enrollment opens in the spring of the prior school year. Enrollment occurs on a first come, first serve basis. Due to the limited space and/or staff available, we have a finite number of spaces. Should a waitlist be required, families will be admitted in the order we receive both their enrollment forms & registration fee. Availability is then based on capacity in your child's grade level group. Placement on the waitlist is not a guarantee of a future space in extended day. Please be assured we make every effort to place as many families as possible as quickly as possible.

**Termination of Services:** Village Extended Day Services reserves the right to dis-enroll any child for any reason at any time, to include non-payment for services, severe behavioral issues that may affect the safety of other children, teachers, or him/herself, and non-compliance with this Policies and Procedures handbook. The parent will be notified by phone call and/or as part of a parent conference.



## Student Responsibilities/Expectations

Our goal is to ensure a safe and fun experience for all students attending extended day.

Behavior we expect from students;

- Be a good listener; focus on what the Group Leader / Counselor instructs
- Electronic /screened devices must be kept in backpack, at all times
- Phone / internet connecting device (phone, touchpad, etc.) should not be used during program – no exceptions
- Follow instructions from Counselor/Director without backchat or being disruptive
- Be courteous - remain quiet when others are speaking
- Be friendly and kind to others; no taunting or teasing
- Treat all toys, items and property respectfully
- Keeps hands to self; does not push or shove
- Avoid touching and/or taking other student's items
- Will not bite, kick, hit, spit on, hurt or harm others in any way
- Emotional outbursts and temper tantrums are undesirable behavior
- No running inside of the school – walk at all times
- Do not climb and/or jump off furniture
- When inside – do not throw objects including paper, balls, and popcorn/food, etc.
- Stay with your group at all times; do not wander or go to other groups
- Tell Group Leader / Counselor / Director if you are upset
- Speak - do not yell or scream, do not use foul or rude words
- Wait your turn / Take turns do not be rude or impatient
- Help to keep your space tidy; clean up after an activity
- When outside - encourage/include others; practice sportsmanship
- Bullying will not be tolerated, including; physical, verbal / emotional abuse, cyberbullying, name-calling, taunts, insults, and threats.
- Will not bring/keep on their person any forbidden items; fireworks, cigarettes, alcohol, etc.

Also, as a reminder, Village Extended Day has a zero tolerance toward extreme negative behaviors such as bullying and/or physical harm to others.



## Parent Responsibilities/Expectations

Thank you for taking the time to read Village Extended Day Parent Handbook. The following parent responsibilities and expectations, outlined previously, are critical to the success of our partnership –

- Keep this Parent Handbook handy for important information, and ensure your understand everything outlined in this handbook
- Update and keep current:
  - Your contact information current, including any special notes for communication
  - Your payment information is current and correct in our system, at all times.
  - Provide Village Extended Day with any medical and/or allergy updates
  - Provide Village Extended Day with any IEP & Behavior Plans / updates
- Healthy snacks: please provide your child/ren with a healthy snack each day
- Be sure to pick up your child on time; if you are running late you need communicate this immediately to the Program Director and/or Program Manager
- Notify the Program Director and/or Program Manager immediately if your child will have a transportation change. Send email to: **TCA@VillageExtendedDay.com** OR Call **(904) 377-4569**
- Help us to maintain a healthy environment for your child by keeping sick children at home.
- Go over the student rules / responsibilities (included in this handbook) with your child/ren.
- Communication is key; please respond swiftly to any email, phone call, text you receive from Village Extended Day