



RIGHT AT  
SCHOOL

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a place to

**LEARN  
PLAY  
GROW**



a place to  
**BE A  
KID!**

**2022-23 Family Handbook**



**RIGHT AT SCHOOL**  
909 Davis Street, Suite 500  
Evanston, Illinois 60201  
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## Welcome!

Dear Right At School Families,

Welcome to Right At School! We are excited about being a part of your child's life journey.

When you walk into our before and after-school program you will see our staff interacting with children, working with them on projects, and participating in fun activities. Right At School staff are committed to establishing relationships with students as well as their parents/guardians to bridge the gap between home and school. Photos, program updates, important calendar dates, and other information will be shared with you from our program staff as well as through email, a program Facebook page, and/or on our Family Information Table when you pick up your child.

The purpose of this Handbook is to share information about Right At School, promote understanding of our programs, and foster a spirit of cooperation between parents/guardians and our staff. We recognize how critical a partnership between educators and parents/guardians is during these formative years. If we can ever do anything to improve your child's experience, please let your Program Manager know!

Sincerely,

Your Right At School Team

## The Right Way

Right At School provides safe, engaging, and meaningful in-school and extracurricular programs to enrich the lives of students, give parents peace of mind, and enable schools to focus on their academic mission.

We're passionate about providing a wide range of exceptional and affordable enrichment and recess programs before, during and after school to as many students, parents/guardians and schools as possible. Right At School was founded in 2011, when we served 200 students per day; today the number is over 30,000.

We succeed at this goal because we understand the synergy between two potentially competing ideals.

First, all education is local. Right At School is at our best when we operate as part of the local school and community fabric, and second;

Enrichment excellence requires systemic thinking and systematic execution. Right At School is at our best when we share proven strategies across all of our programs to improve quality, reduce costs, and continually innovate.

Together, these two ideals highlight four core values for Right At School: We are Mission-Led, Innovation-Driven, Locally-Inspired, and Efficiency-Obsessed. Driven by these four values, we strive to go the extra MILE.

Mission-Led: We are driven to inspire a love of learning, support schools, and give parents peace of mind.

We know we can only achieve this mission by recruiting, supporting and retaining high-performing front-line educators and coaches and by providing them with the tools and resources they need to serve our students and grow professionally.

Regardless of role, we look for dependable, personable, resourceful, and imaginative people. We are a meritocracy and we employ personnel who want to be held accountable to individual and group outcomes in order to achieve our mission.

Innovation-Driven: We don't rest on past success.

Our role as Right At School employees is to continually seek new ways to serve our students, parents/guardians and schools. All of us are responsible to improve our current offerings and identify new programs and services to meet the ever-changing needs of students, parents/guardians and schools.

We learn by listening to our students, parents/guardians, and administrators, and by staying abreast of best practices in the field. No one person or team is responsible for innovation at Right At School—it is the price of entry for all of us. We take high quality student services seriously, and recognize that continual innovation is required to achieve our goals.

Locally-Inspired: We hold ourselves personally accountable, but we don't go at it alone.

We become part of the school's fabric by attending school and district events to better understand community norms and school nuances. We regularly learn from our school administrators, PTAs, teachers, students, and our vendor-partners how we can best meet their needs and achieve our shared goals.

We speak with parents/guardians face-to-face every day at pick up and regularly online through our web portal to provide updates, solicit their feedback with a family satisfaction survey and keep them engaged. We share best practices and solicit ideas from all employees across the Right At School ecosystem through our online collaboration networks to strengthen our programs. Most importantly, we get to know our students' individual needs, joys and learning styles as we build engaged communities of learners and friends.

Efficiency-Obsessed: We are resourceful.

We are resolute in our drive to reduce expenses and keep fees as low as possible for parents/guardians and schools. We are vigilant stewards of equipment and supplies, diligent in maintaining proper staff ratios, adept at delivering materials, and innovative in leveraging technology to simplify school and parent/guardian administrative needs.

We are relentless in asking ourselves: how can we do this smarter and better? We will do whatever it takes to allow as many schools and families as possible to benefit from Right At School programs and services, and our efficiency allows us to do just that.

All of us are committed to our mission. All of us innovate, build local community, and seek efficiencies. By sticking to our core values, we know we can build a great and prosperous organization dedicated to students, parents/guardians and schools across the country.

## About Right At School Programs

### Our Curriculum

Right At School's enrichment curriculum is designed to extend the school day in a fun and meaningful manner. Working in close partnership with your school, we provide students with experiential learning opportunities that allow them to broaden and deepen their school-day learning. The intention of the Right At School curriculum is to reinforce our mission for inspiring a love of learning for your child that we hope will last a lifetime.

Our dynamic curriculum has been developed by educational experts (certified teachers, former administrators, and Doctors of Education) who know how to use our proprietary **Disguised Learning™** to deliver meaningful experiences through hands-on FUN! With multi-sensory, multi-intelligence activities, students engage with math and science, reading and writing, nature and outdoor learning, creative and performing arts, composition and design, history and commerce, fitness and conditioning, community service learning, and culturally inclusive. Our educators spark critical thinking, teamwork, and child-inspired projects, while promoting self-awareness, identity development, leadership skills, and a joy for learning we hope will last a lifetime.

Our proprietary school age, preschool, and middle school curricula supports standards in English Language Arts, Literacy, Mathematics, Science, Social-Emotional Learning, Fine Arts, and Physical Fitness. Curriculum includes instructional differentiation opportunities and extension activities, so that educators have tools to choose activities that best fit their students' unique interests, abilities, and individual development. Curriculum is organized as follows:

**THEMES** are six-week overarching ideas providing students two to three units each in which to immerse themselves. Students will explore up to seven themes over the school year.

**UNITS** are three-week topics that tie into the overarching theme. Students will engage in up to nineteen units over the school year.

**DAILY ACTIVITIES** start with a warm-up to engage learners' imaginations and critical thinking skills about the unit topic, after which they choose from multiple hands-on activities, including a child-driven long-term project. Educators have freedom and encouragement to create additional activities inspired by children, staff, school partners, diverse learners, parents/guardians, current events, etc.

## Before and After School Programs

**Right At School offers some or all of the following programs at your school:**

Early Adventures (before school): For those parents/guardians who want morning enrichment, Early Adventures is here for you! Children can be dropped off before school begins (opening times vary by location) to participate in fun activities, including fitness, arts and crafts, reading, board games, and a host of interactive activities. You'll have peace of mind that your child is safe and engaged, and your children will love what's in store each morning. This program is available for Pre-Kindergarten through 8<sup>th</sup> grade students or as specified and is offered at select locations only.

Right Club (after school): After a snack among afterschool friends, Town Hall, and fun fitness activities, your child will be assisted with homework in a quiet and supervised environment. From there, it's off to our exciting enrichment curriculum, which will transport your child from the Wild West to Outer Space! They will have so much fun, they won't realize how much they're learning! At the end of the day, students will have time for self-navigation and Choice Clubs. Right Club operates every day that school is in session

until 6pm (some programs may end earlier or later depending upon location). This program is available for Kindergarten through 8<sup>th</sup> grade students, or as otherwise specified.

Right Club Junior (before- and afterschool for younger students): Junior Right Club provides a nurturing, safe enrichment environment where three- to five-year-olds are able to develop social and cooperative skills while enjoying self-discovery and free expression. This balanced program combines diverse enrichment activities, like Hero Headquarters and DinoROARS, with developmental, age appropriate play and materials tailored to preschoolers' needs and interests.

Electives (weekly): A variety of specialized 10-12 week, 60-minute classes (such as Chess, dance, sports, acting, etc). These are typically offered three times per year (Fall, Winter, and Spring). Your child will love our fun and engaging classes, and you'll appreciate the flexibility of choosing the days and classes that meet your needs. This program is available for Kindergarten through 8<sup>th</sup> grade students, or as otherwise specified by the electives vendor.

Homework, Fitness, and Fun (after school): Would you like a shorter Right Club experience geared toward homework help? If so, Homework, Fitness, and Fun is right for you. Students will get a healthy snack, release after school energy while participating in our enriching fitness activities, and then spend the rest of the 90-minute period doing homework in a quiet and supervised environment. This flexible program provides the same benefits of The Right Club, but with the convenience of an earlier pick-up time.

### **Special Programs for When School is Out**

Full Day Camp, Spring/Winter Break, Early Release and Half Day: Would you like your child to be engaged in fun and meaningful activities on days when school does not meet during regular hours? Right At School offers fantastic programs designed to be more camp-like than our other programs, balancing meaningful enrichment with friends and hands-on fun. Programs are offered at select locations only.

Summer Camp: Have your child join friends in fun summer activities, like water play, sports, and awesome thematic activities in drama, art, science, history, and much more. Every week brings a fun new theme, like Island Adventure or Space Camp, to transport your kids into active learning disguised as seasonal fun! Students bring their own lunch and water bottle, as well as sunscreen, bathing suit, and towel for outdoor water play. Healthy, nut-free morning and afternoon snacks and additional water are provided.

## **Policies, Procedures, and Participation**

Subject to the terms of this Handbook, Right At School welcomes all children and extends equal admission opportunity to all families.



For details on specific policies and procedures, please read on.

## Contact Between Parents/Guardians and Staff

Every Right At School Program Manager is expected to invest time and effort in building relationships with our program parent/guardian. This includes daily, in-person communication with the parent/guardian during child drop-off or pick-up. Program Managers keep parents/guardians informed of their child's successes that day and any behavioral or academic challenges they may have faced. This moment is also an opportunity for parents/guardians to express any concerns they may have about the program, Right At School staff, or their child's experience. At any time, parents/guardians are encouraged to reach out to their Right At School Program Manager or Field Leader (Senior Program Manager, Area Manager, Senior Area Manager or Regional Director) as appropriate.

Right At School staff will communicate with parents/guardians utilizing the preferred contact methods provided at the time of enrollment, including e-mail, text messages, phone calls, and in person communication. Additionally, Right At School will have a Family Information Area at the program location that will provide a Right At School Contact List, as well as new information and family updates. Program Managers carry a Right At School cell phone with them during before- and after-school program hours. For communication that is less time-sensitive, Field Leaders and Program Managers can also be reached via email. Right At School will provide all parents/guardians with the program email address and telephone number upon enrollment. For Customer Service questions, or other general inquiries, please fill out the [Contact Us](#) form on our website or call us 855-AT-SCHOOL (287-2466).

In the case of an emergency, Right At School will immediately call the primary phone number of the parent, guardian, or emergency contact designated at the time of enrollment. Parents/guardians are encouraged to update their emergency contact list in their online account as changes occur.

We invite parents/guardians to be actively involved in your child's education at Right At School. Please let your Program Manager know anytime you would like to visit or volunteer.

## Arrival and Departure

### **Before School (Early Adventures):**

Right At School's before-school programs begin up to 2 hours prior to the start of the school day and operate up until the time the school day begins. Before school programs are appropriate for students ages 3-14. *Parents/guardians are responsible for escorting their child to the designated Early Adventures classroom (please note for the safety of everyone, participants must be signed in to the program by a*

*parent/guardian, so curbside drop off is not permitted*). Right At School staff will release children to their appropriate classrooms at the start of the school day.

**After School (The Right Club and Electives):**

Right At School staff coordinate with schools to determine the optimal process for gathering students enrolled in Right At School at the end of the school day (typically having all Right At School students meet in a centralized location).

*Parents/guardians are responsible for picking their child up from Electives and/or Right Club programs.* Elective classes typically conclude 60-75 minutes after the end of the school day. Homework, Fitness, and Fun, where offered, concludes 90 minutes after the end of the school day. Right Club operates until 6:00pm every day school is in session, unless otherwise specified by your school.

## Authorized Pick-Ups

Right At School will not release a child to a person who does not have custody or guardianship of the child. Right At School will only release a child to a person designated during the registration process as an authorized pick-up. Our staff is trained to verify the identification of anyone they do not recognize as authorized to pick up your child. Please make sure that any authorized pickup including the parent/guardian brings a photo ID for identification verification. If you need to add or remove names or make other changes to your emergency or authorized pick-up(s) list, please make the changes online through the “My Account” area of the [registration portal](#). Please note that we cannot accept additions and/or changes to authorized pick-ups by phone, and parents/guardians are the only individuals permitted to make changes to a student’s authorized pick-up list. If you have any trouble adding or changing an authorized pick-up, please reach out to our Customer Service team.

When an authorized pick-up arrives, the authorized pick-up person is responsible for signing the child out. Sign-out may be electronic, on paper, or both. Some programs may have additional school-specific or state-specific instructions for sign-out, which will be shared with parents/guardians as applicable.

If a person not on the authorized pick-up list comes to pick up a child, the Program Manager is responsible for calling the parents/guardians to request immediate email authorization to release the child. Emergency contacts and/or authorized pick-ups may also be called until the Program Manager reaches the parent/guardian and receives email authorization to release the child, or another person who is authorized to pick-up the child arrives to do so. Families are encouraged to update their emergency contact list in their online account as changes occur.

Right At School will not release a child to a person who does not have custody or guardianship of the child or who has not been authorized to pick up the child. If there is a person who is specifically prohibited from having contact with your child, please inform your Program Manager and Area Manager. If the prohibited person is a parent or guardian

of the child, then you must provide a court order showing that the person is prohibited from having contact with the child.

### **Late Pick Ups**

Right At School provides oversight for all children until they are signed out of programming. Right At School will begin calling parents/guardians if a child has not been picked up 15 minutes after a program ends. At 30 minutes after the program ends, Right At School staff will begin to call emergency contacts indicated on the child's registration information. If staff are unable to reach an emergency contact 45 minutes after the program ends, local authorities will be called. If you know you are going to be late, be sure to call the Right At School program cell phone. Parents/guardians who pick up their children later than the end of their child's program will automatically be charged a late fee (for more information, please see [Fees in this Handbook](#)).

### **Walking Home**

All students must be signed out of programming by an authorized pickup person. Please note that program participants of all ages are prohibited from signing themselves out of programming and/or walking home. If you would like to apply for an exemption so that your child may walk home from programming, as allowed by state regulations, please contact your Field Leader (Senior Program Manager or Area Manager).

### **Legal Issues Regarding Custody or Care**

Ordinarily, by law parents and other legal guardians are allowed to call, visit, or pick up their child unless a court order has limited or terminated the parent(s) custody. Right At School will not prevent a parent or legal guardian from calling, visiting, or picking up a child unless a court order prohibits it. Parents must provide Right At School with all legal documents affecting custody of their child. All parents and/or other people who have custody or guardianship of a child must be identified on your online account. A parent or guardian may not be removed from the online account by another parent or guardian without a court order or the written consent of the parent or guardian to be removed. Parents and other legal guardians may authorize other people to pick up their children by identifying those people on their online account. By enrolling your child using your online account, you certify that: (1) all parents and/or other people who have custody or guardianship of your child are listed on your online account, and; (2) if separated or divorced parents or guardians have joint custody, all parents or other people with joint custody have consented to the other individuals identified as authorized to pick-up your child. Right At School takes no responsibility for the accuracy of the information you have provided. However, Right At School will update information in the online account that Right At School determines is accurate when provided with court orders and other documents relevant to custody or guardianship of a child.

Right At School will not release a child to someone who does not have custody or guardianship or who has not been authorized to pick up the child. Right At School programs

and staff are not responsible for supervised visitation visits. Right At School will not share records relating to your child, custody, or guardianship unless it receives service of a valid subpoena or court order requiring disclosure for the purpose of a legal proceeding.

### **Daily Absences**

If your child is going to be absent from the program on a day they are scheduled to attend, it is very important that you contact the Program Manager to notify them of your child's absence. Each program has a dedicated phone number and email address. Please provide as much advance notice as possible.

### **Personal Items**

We request that all toys, playthings, and any other personal items be left at home or left in your child's backpack. Right At School provides a wide variety of fun materials, equipment, and games that are used in our programs. We cannot accept responsibility for broken or lost items brought from home. Cell phones and personal electronic devices from home are not to be used in the program.

### **Weapons Ban and Play Guns**

All parents, guardians, and program guests are prohibited from possessing firearms or other weapons (as defined by the school) in Right At School programs or sponsored events. Similarly, students are prohibited from utilizing play weapons or simulating weapons use during programming. Bringing a weapon (including toy weapons that appear real) may result in suspension or dismissal from Right At School programming.

### **School Policies**

Right At School follows all rules, policies, and procedures of the schools in which our programs operate.

### **Students with Disabilities and Diverse Needs**

Right At School accepts children in compliance with the Americans with Disabilities Act (ADA) and all other relevant federal, state, and local laws.

When parents/guardians seek to enroll children with disabilities and/or diverse needs which may require supports beyond our fundamental programming and staffing ratio, our staff will work with the family to determine the best placement for the child. We review every situation on a case-by-case basis to determine if the Right At School large-group setting meets the child's needs. To permit students with disabilities and diverse needs to fully enjoy our services, Right At School will, in accordance with the ADA, make reasonable modifications to our services and provide auxiliary aids and services that do not fundamentally alter the nature of our services or result in an undue burden.

Children who have an aide during the school day must have an aide provided by the child's family or the School District (if applicable) during participation in all Right At School programs. If a student is assigned an aide during the school day after already being enrolled in Right At School programs, it is the responsibility of the parent/guardian to inform the Program Manager and to provide an aide for their child during Right At School programming. Children who, during the school-day, require specialized supports such as small teacher to student ratios or regular supplemental assistance for a disability or diverse need not requiring an aide, may also be required to have additional support to successfully participate in Right At School programming. If this is or becomes the case, it is the responsibility of the parent/guardian to inform the Program Manager and to provide additional support as needed, which may be in the form of an aide provided by the parent/guardian or school district (if applicable). Electives vendors may similarly require an aide or additional support for electives classes. Right At School is unable to provide such aides because doing so would result in an undue burden under the ADA.

### **Holidays and School Closures**

Right At School programs will be closed on the following days:

- Labor Day
- Thanksgiving Day and the day after Thanksgiving
- Christmas Day
- New Year's Day
- Memorial Day
- Independence Day

Right At School before- and after-school programs do not operate on days of non-attendance at any school. However, some Right At School locations may offer special programs on such days. Please check with your Program Manager for information on these special programs and/or regarding additional closure days.

### **Emergency Closures, Natural Disasters, and Lockdowns**

In the event of a natural disaster or the need for an emergency closure or lockdown, Right At School staff will follow the emergency response plan developed by the school and, when appropriate, Right At School's Risk Management plan for out-of-school-time hours. Your Program Manager will have detailed information as to your school's procedures, including the location where students may be taken in case of emergency.

### **Social Media Policy**

Right At School does not permit the inappropriate use of social media by Right At School staff (e.g. "friending" parents/guardians or students on Facebook or sending them photos, discussing children or families on social media). Many Right At School Area Managers manage a Facebook page where they post announcements, updates, and pictures of program activities. However, Right At School will not post a picture of an enrolled child

unless a parent or guardian has chosen YES on the photography/video release section of their child's enrollment. Families are prohibited from posting or sharing photographs of any child other than their own.

### Use of Technology Policy

Right At School strictly limits the use of television, computers, and other video equipment. Right At School does not show movies or television shows to students in programming; however, on occasion, as part of curriculum, a brief video clip may be shown to support learning (e.g. a lesson on Scottish culture where the students view a 2 minute clip of Scottish dancers). Students may use school computers or other devices deemed necessary for homework support, as approved of by the school's media use policy. Students who use assistive technology during the school day may be permitted to use these devices in Right At School programming. Assistive technology devices include any item, piece of equipment, or product system that is used to increase, maintain, or improve the functional capabilities of children with disabilities and diverse needs.

## Health and Safety

### Illness and Communicable Diseases

The health and safety of all children in our care is a primary concern. If your child is not feeling well or is displaying signs of illness, we ask that your child not attend Right At School's program until they are feeling better. Children with minor common cold symptoms or not feeling well enough to participate in activities will be observed for signs and symptoms of a worsening condition. Right At School staff will inform parents/guardians about their child's health should staff have any concerns. If a child becomes ill during the Right At School program with any of the following signs or symptoms of illness, they may be separated from the larger group of students, and, while still under staff supervision, a parent/guardian will be contacted to request early pick-up. The child will remain with a Right At School staff member until picked up by an authorized person.

Students with the following communicable diseases will be excluded from participation in the Right At School program to ensure the health and safety of the program environment. Students may return to the program at times designated below, or as specified by applicable state regulations:

Conjunctivitis (pink eye)	24 hours after treatment has been initiated
Strep throat	24 hours after treatment has been initiated or 24 hours after the fever has subsided
Chicken Pox (varicella)	6 days after onset of rash

Head lice	24 hours after the first treatment
Rash with a fever or behavior changes	Once a physician has determined the illness is not infectious
Impetigo	24 hours after treatment has been initiated
Scabies	24 hours after the first treatment
Whooping cough (pertussis)	5 days after the antibiotic treatment has been completed
Mumps	9 days after the onset of parotid gland swelling
Measles	4 days after the disappearance of the rash

Students with symptoms listed below will be separated from the larger group of students and, while still under staff supervision, their parents/guardians will be called immediately for pickup:

- Fever
- Diarrhea
- Vomiting
- Unusual lethargy, irritability, persistent crying, difficulty breathing, or other signs of severe illness
- Illness that calls for greater care than staff can provide without compromising the health or safety of other children

## Medication

Right At School staff may administer medication, according to state licensing requirements, to a child upon request of a parent/guardian. If your child requires medication, the following procedures must be followed:

- Completion of the Medication Waiver and Medical Emergency Plan forms (if applicable) and/or licensing required documents, including administration and dosage instructions.
- Right At School staff will review the completed forms to ensure safe administration by staff is feasible during programming and will consult with parents/guardians as needed for further instruction or training of staff by parents/guardians with regard to safe administration and health monitoring.
- Prescription medication container must have the original label with the child's name clearly displayed.
- Over-the-counter medication must have the child's name clearly displayed on the container and be in original packaging.
- Medication must be in a childproof container. Refrigeration may not be available.

- Medication must have a clear, readable expiration date. Parents/guardians are responsible for replacing medication upon expiration.

Please note that medications stored by the school (e.g. in the nurse's office, etc.) are not accessible to Right At School during Right At School programming, and Right At School is unable to take any responsibility for such medication or its administration. Similarly, while we ask that you inform us if your child will be carrying any required medication on their person or in their book bag, Right At School is unable to take any responsibility for this medication or its administration, unless parents/guardians approve of child self-administration with oversight by Right At School staff. In this instance, Right At School will support safe child self-administration but will not be responsible for the storage or handling of such medications in the child's possession outside of the times of administration. We are only responsible for the safe handling of medications turned over to Right At School staff.

Right At School staff will log all occasions under which medication is administered, and parents/guardians may view the log at any time. Should a parent/guardian wish to exempt their child from receiving medical care on religious grounds, a written exemption must be submitted to the Program Manager and Field Leader (Senior Program Manager, Area Manager, Senior Area Manager or Regional Director as appropriate) identifying the plan by which the child may acquire necessary services of a certified practitioner.

### **Student Accidents and Emergency Medical Care**

If a child is injured at the program, first aid will be administered. In the event of a head injury or any other serious bodily injury, Right At School staff will make an immediate attempt to contact a parent/guardian. If we are unable to reach a parent or guardian, we will attempt to reach the individuals on your emergency contact list. If necessary, we will call 911. Until the arrival of a parent, emergency contact, authorized pick-up, or paramedic, the Program Manager will assume responsibility for the child and make all decisions regarding the child's care. Parents assume responsibility for any resulting expenses. Right At School does not provide medical insurance coverage for accidents or injuries that occur while attending or participating in any Right At School activity. Parents/guardians will be provided with an Incident/Injury Report explaining the circumstances and steps taken following the occurrence. It is the policy of this program not to disclose the names of the children who may have caused injury to another child while attending the program to parents/guardians. Parents/guardians are encouraged to update their emergency contact list in their online account as changes occur.

### **Food and Food Allergies**

Right At School provides children enrolled in The Right Club with a nut-free snack each day after school. Children are also welcome to bring a nut-free snack from home. All snacks served by Right At School are nut-free, consistent with the FDA's food labeling guidelines. However, FDA guidelines do not apply to the potential or unintentional presence of major



food allergens in foods resulting from cross-contact situations during manufacturing (this is because of shared equipment lines, etc.). Any food your child brings to the program must be nut-free. All food brought to Right At School for birthdays and special occasions must be nut-free, store-bought, and must come in the original store packaging.

If your child has a food allergy or dietary restriction, please be sure to note it during online registration. We also ask that you discuss the food allergy or dietary restriction with your Program Manager on or before the first day of attendance. You can always update your child's allergy and medical information by logging into your [online account](#).

## Security

Right At School staff receive training on general and school-specific emergency procedures. Right At School will not leave your school's campus and will utilize the spaces provided by the school unless we are on a field trip. Any pre-planned field trips will require signed permission in advance by the parent/guardian.

## Suspected Child Abuse and/or Neglect

In the event there is a suspicion of child abuse and/or neglect of any enrolled child, staff members are required to report this to the Program Manager and Field Leader (Senior Program Manager, Area Manager, Senior Area Manager or Regional Director as appropriate) and to appropriate state department of child welfare. All Right At School staff complete required Mandated Reporter training as outlined by their state.

## Hiring Staff to Babysit

Unless otherwise specified, Right At School does not take responsibility for any services or contact that Right At School employees may engage in outside of the program premises or hours of operation. When hiring a staff member to babysit, parents/guardians are agreeing to terms with the staff member in his or her personal capacity and not as an agent or representative of Right At School.

## Confidentiality

Confidentiality of information about enrolled children and their families will be maintained. Enrollment forms and all other information regarding a child and family will be accessible to the parent/guardian, Program Manager, and Right At School staff. Information will be shared with school administration when necessary to ensure the quality and/or safety of the program environment. Information concerning the child will not be made available to anyone else without the written consent of the parent/guardian. If you provide verbal consent to staff, please follow up with written consent on paper or in email to the Program Manager. In order to release attendance records, a court order must be provided.

## **Additional Childcare Licensing and District Requirements**

Right At School follows all applicable state and local childcare licensing regulations and adheres to district policies and procedures. Therefore, parents/guardians may be required to complete additional state- or district-specific paperwork prior to a child's first day of attendance.

## **Weather**

When temperatures fall below 25 degrees Fahrenheit with a wind chill below 20 degrees Fahrenheit, programs will be facilitated indoors. Inclement weather such as gusting winds, ice, blowing and drifting snow, precipitation, or darkness will also result in indoor programs. Parents/guardians are responsible for ensuring children have proper cold-weather attire for outdoor play.

## **Transportation**

Children may be transported for field trips during summer camp (at some locations), at which time Right At School staff will follow appropriate safety procedures and protocols. Attendance records, enrollment forms, and all health/safety information are kept in the vehicle and on-hand during driving or walking field trips. Children are never left unattended on or near a vehicle. Personal vehicles are never used to transport children on field trips or otherwise.

# **Enrollment, Tuition, Fees, & Discounts**

## **Online Enrollment and Payment**

All enrollment and fee payment for Right At School's programs must be conducted through our online portal. Payment must be completed using a valid credit or debit card. Unfortunately, we are unable to accept alternative forms of payment.

## **Enrollment and Fees for Early Adventures (Before School) & Right Club (After-School)**

Families can enroll in any combination of before- and/or after-school programs as available at their school. Enrollment in the programs is open throughout the year. Tuition can be fully paid at the time of registration or be automatically billed based on the payment plan option available during registration. Payment plan cycles are set at the beginning of the school year. Depending on a family's school district, selecting a payment plan will result in automatic billing on either a bi-weekly or monthly billing cycle. Monthly billing cycles will charge tuition in equal monthly payments due on the 1st of each month (note - a prorated monthly fee will be due when school starts in August). Bi-weekly bill cycles will charge tuition in equal bi-weekly amounts on every other Sunday (note – with bi-weekly bill cycles no tuition will be due or collected for weeks with no school scheduled, such as winter

break). Families may add any number of days to their child's before- and/or after-school schedule at any time online, as available by school. Families will be charged a prorated fee for mid-month enrollments. Families may reduce or cancel their child's before- and/or after-school schedule at any time by submitting a schedule change request online by logging in to My Account or by calling Customer Service. There are no refunds or credits issued for the current billing cycle of enrollment. Payments made for future months will be refunded, if applicable.

If an automatic payment for before- or after-school is denied, the payer will receive an email acknowledging the failed payment and the payer will have 10 business days to resolve the payment. If the billing issue is not resolved after the final notice, the child will be suspended from programs until payment is received. Right At School charges a \$35.00 re-enrollment fee for any family whose account has been suspended for non-payment.

Unless otherwise specified, tuition for the first billing cycle will be due in addition to the standard Annual Family Registration Fee, if not previously paid, which is charged once per family per year.

### **Enrollment and Fees for Electives Classes**

Classes are offered on a trimester basis and typically run 10-12 weeks, unless otherwise specified. There are distinct enrollment periods preceding each trimester start. Each class is priced individually. Students may only register for grade-appropriate classes. Tuition is due in full at the time of registration. There is no proration for late registration or for classes not attended.

Once a class reaches its maximum enrollment, the class will be closed to further registration. Families that wish to be on the waitlist for that class may enlist online on the Right At School registration portal. If a spot opens up in a class prior to the start of the trimester, Customer Service will contact the families on a first-come-first-served basis to offer enrollment. If an Elective class does not meet its minimum enrollment, it will be cancelled the week before the start of the trimester. Right At School will remove the child's registration and parents/guardians will be notified of the cancellation. Payment will be credited to the payer's credit card.

Families may call Customer Service during the first week of the trimester to cancel an Elective class and receive a credit to their account. There are no credits after the first week of the Elective session. Right At School does not provide credits or refunds for program cancellation due to inclement weather, facility issues, school closures, school-dictated unavailability of space, or any other issue beyond Right At School's direct control. Neither credits nor refunds are given for student absences or any days of student non-attendance (i.e. holidays, half days, etc.) or for processing fees. Credits or refunds will be issued if the Elective class is cancelled by Right At School or the enrichment vendor.

## Enrollment and Fees for Special Programs

Full Day and Spring/Winter Break Camps and other non school day programs are offered at some schools and are sold separately as a package. Payment for all special programs is due at the time of registration. There is no proration for special programs. For your specific fees, please visit our [website](#) or fill out the [Contact Us](#) form.

## Annual Registration Fees

Annual registration fees are charged to each family once per year for participation in any Right Club or Early Adventures program. Registration fees are non-refundable.

## Re-enrollment Fees

If a payment is denied and all past-due balances are not resolved by the 10th business day after the failed payment, your Right At School account will be suspended, and your child will be un-enrolled from programs. In addition to paying any past-due balance, a \$35.00 re-enrollment fee will be collected upon re-enrollment into before- and/or after-school programs.

## Late Pick-Up Fees

There is a late pick-up fee of \$1 per child for every minute of tardiness beginning 10 minutes after the end of your child's program. For example, if your child is enrolled in Right Club that closes at 6:00pm, at 6:10pm you will be charged \$10 and the fee will increase \$1 per minute thereafter. This policy is non-negotiable, and your method of payment on file in the online portal will be automatically charged. Three late pick-ups in a month may result in a suspension from the Right At School program.

## Drop-In Policy and Fees

Drop-ins to Early Adventures or Right Club are encouraged for families who are in need of occasional daily before- or after-school care. To help ensure program safety and community-building, drop-ins are prohibited during the first two weeks of the school year, and registrations must be made by 12:00pm, prior to the start of the program. Parents/guardians may register their child for drop-ins online at [www.rightatschool.com](http://www.rightatschool.com). You may register your child for drop-in by 12:00pm of the same day as programming is needed. If after 12pm the same day, please contact your child's Right At School Program Manager to confirm space in the program and your child's school day teacher to help ensure your child's safe arrival to the program.

## Punchcards (available only in some areas)

Families that plan to take advantage of at least 10 drop-ins per academic year are encouraged to purchase a punchcard (where available). Punchcards, where available, allow students to attend as drop-ins at a discounted daily rate and an unlimited number of punchcards may be purchased. Punchcards can be purchased online any time at [www.rightatschool.com](http://www.rightatschool.com), and they can be utilized for the Right Club or Early Adventures

programs. One punchcard purchase must be made per child, as punchcards cannot be shared among family members. Punchcards may not be used for specialty packages (such as winter break or summer camp) nor for Electives. Please note that punchcards expire on the last day of the academic year. Once a punchcard has been purchased, please notify the Program Manager directly of your child's intended days of attendance.

### **Refund and Crediting Policy**

Right At School does not provide credits or refunds for program cancellation due to inclement weather, facility issues, school closures, school-dictated unavailability of space, or any other issue beyond Right At School's direct control, including days school is cancelled for district-mandated furlough days or days school is cancelled due to a teacher strike. Neither credits nor refunds are given for student absence or any days of student non-attendance (i.e. holidays, half days, etc.) or for processing fees. Credits or refunds will be issued if an Electives class is cancelled by Right At School or the enrichment vendor.

### **Sibling Discount**

When siblings are enrolled in Right Club, Early Adventures, or Homework, Fitness, and Fun, there may be a sibling discount for each additional child enrolled after the first. If a sibling cancels from the program, the discount will be rescinded and debited to the account. There is no sibling discount for Electives classes.

### **Discount for Students Receiving Free or Reduced Lunch**

Where offered, Right At School will rely on information from your school or school district to make a final determination as to your child's eligibility for a discount based upon free and reduced lunch status. This discount does not apply to Electives classes.

### **Military Discounts**

Where offered, Right At School will provide a discount for U.S. military families. Please contact your Program Manager or Customer Service for details.

## **Positive Child Guidance**

Right At School is dedicated to working with the school, children and parents/guardians to create a successful learning experience and to promote the educational, social, and personal development of all children. We recognize that each child develops at a different pace, therefore the limits we set and expectations we have for children respect age and ability. Staff are trained in a range of positive child guidance techniques that engage the child as an active participant in a healthy program environment and problem-solving processes. Positive child guidance works to prevent and respond to child behavior in constructive ways that focus on empowering positive choices.

Sometimes children exhibit inappropriate behaviors during programming. These behaviors are addressed using positive child guidance, safety interventions, and parent/guardian consultation as needed, including sharing Incident/Injury report documentation of events. Behaviors deemed inappropriate in Right At School programs include, but are not limited to: inappropriate communication (such as vulgarities, sexual comments, inappropriate drawings); acts of aggression (such as inappropriately touching, biting, hitting, pinching, kicking, spitting, damaging, misusing, or destroying physical property); bullying (including name-calling, teasing, intimidating, racial slurs); unsafe or destructive behaviors (such as leaving program space unsupervised, throwing items towards people or property; misusing equipment); disruptive behavior; and/or refusal to follow the direction of staff to ensure quality, safe programming for all.

When persistent behavior concerns arise that undermine the quality and/or safety of the program environment, Right At School may move from positive to progressive guidance, incorporating some or all of the following:

- Staff will discuss the behavior immediately and privately with the child and offer acceptable alternatives. Progressive guidance may include self-reflection conversations and Refocus Forms. The child will be permitted to rejoin the group after this private conversation and will be monitored for improvement.
- Staff will contact parent/guardian to discuss the behavior concern and its impact on the environment of the Right At School program in order to partner on solutions.
- With parent/guardian consent, staff may engage school personnel, including administrators, teachers, etc., with a focus on identifying constructive solutions and fostering consistency for the student between school day and extended programming.
- If positive and progressive guidance do not yield improved behavior, and the program quality and/or safety continue to be compromised, the Program Manager and Field Leader (Senior Program Manager, Area Manager, Senior Area Manager or Regional Director as appropriate) will consult with Right At School's Training and Inclusion Team to determine next steps including developing an intervention plan based on positive guidance principles, and which may include a Positive Behavioral Guidance Contract. This contract will require an in-person conference between the Program Manager, Field Leader (Senior Program Manager, Area Manager, Senior Area Manager or Regional Director as appropriate), student, and parents/guardians to discuss needed changes to behaviors in order to remain in the program, which will be documented on the contract and signed by all parties present. All parties will conclude the meeting with the understanding that if the terms of the contract are not kept, the child may be dismissed from the Right At School program.

To the extent that behavioral concerns arise for children with identified disabilities, Right At School will, in accordance with the ADA, make reasonable modifications to our services and provide auxiliary aids and services that do not fundamentally alter the nature of our

services or result in an undue burden to permit students with disabilities to fully enjoy our services without reducing the quality and safety of our programs.

### **Compliance with Handbook Requirements**

Compliance with the standards and requirements of this handbook will enhance the safety and enjoyment of all children in Right At School programs. Failure to comply with the standards and requirements outlined in this handbook will result in loss of program privileges. Right At School reserves the right:

- To remove a child from participating in specific program activities;
- To call the parent/guardian and require that a child be picked up within one hour of being notified;
- To suspend a child's participation for a set number of days for failure to adhere to the established behavior guidelines, participant expectations, and the policies and procedures outlined in the handbook.

Repeated violations, or violations involving danger to other persons or property destruction, could result in removal from Right At School programs.

## **Get to Know More about Right At School and Your Child's Program!**

We look forward to partnering with your family and invite you to get to know more about Right At School. In addition to chatting with our staff at your child's program, we welcome you to learn more about us at [www.rightatschool.com](http://www.rightatschool.com), to check out your program's Family Information Table, and to follow your program's Facebook page for updates about all the fun activities your child is enjoying in our programs!

### **More Questions?**

Please feel free to ask your Field Leader (Senior Program Manager, Area Manager, Senior Area Manager or Regional Director as appropriate), Program Manager, or to contact Customer Service through the [Contact Us](#) form or by calling 855.AT.SCHOOL (855.287.2466).



### Medication Waiver

If your child requires medicine to be administered by Right At School staff, this form must be submitted directly to the Program Manager. Medication must be provided to the Program Manager in the original container labeled with your child's name.

School \_\_\_\_\_

Child's Name \_\_\_\_\_

Doctor's Name & Phone \_\_\_\_\_

Name of Medicine \_\_\_\_\_

Dosage \_\_\_\_\_

Schedule of Medication Administration \_\_\_\_\_

Storage Requirements \_\_\_\_\_

Known Side Effects \_\_\_\_\_

Expiration by which parent will supply new medication to staff \_\_\_\_\_

The undersigned hereby acknowledges and represents that s/he is the parent, legal guardian or person legally responsible for \_\_\_\_\_ while s/he is under the supervision of the programs sponsored and operated by RIGHT AT SCHOOL.

The undersigned further acknowledges that s/he has requested, or that a family physician has requested, that RIGHT AT SCHOOL, its employees and/or duly authorized agents, administer or assist in administering certain medication to \_\_\_\_\_ while s/he is under the supervision of RIGHT AT SCHOOL.

In consideration of the administering or assistance in administering said medication, the undersigned does hereby forever release, discharge, hold harmless and agree to indemnify RIGHT AT SCHOOL, its employees and duly authorized agents of and from any and all claims, demands, suits, actions and liabilities or responsibilities of whatsoever kind or nature, arising out of or in connection with the administering or assistance in administering of said medications.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

If this form is applicable to your child,  
please return this form to your Program Manager on the first day of your child's attendance.  
*Thank you!*





## Medical Emergency Response Plan

**PURPOSE:** To ensure your child's safety in our programs, for any child who has a medical condition that may involve emergency medical treatment, this *Medical Emergency Response Plan* **must be completed prior to participation** in Right At School programming by the child's parent/guardian and the child's physician.

**DIRECTIONS:** Sections I and III, IV are to be completed by the parent/guardian. Section II is to be completed by the physician treating the child for the condition. Your child may begin attending when the completed form is returned to your child's Program Manager. Please provide your child's Program Manager specific health care plans for the following conditions: seizures, severe allergies, asthma, diabetes, and any other condition that may require emergency medication or response. This Plan must be updated annually or sooner if the child's condition, treatment plan, or medication changes and/or when otherwise required by state licensing regulations or Right At School's registration agreement.

**I. MEDICATIONS: PARENT/GUARDIAN, please complete this section.**

CHILD'S FULL LEGAL NAME	DATE OF BIRTH (MO/DAY/YEAR)
PROGRAM LOCATION/SCHOOL NAME	

\_\_\_\_\_ (parent/guardian, initial here) I confirm I have turned in a completed *Medication Waiver* to Right At School for any medications that pertain to my child during program hours.

\_\_\_\_\_ (parent/guardian initial here if applicable) I am providing medication administration and/or health monitoring training to the program staff per section IV of this form.

**II. CRITICAL SYMPTOMS & RESPONSE: PHYSICIAN, please complete this section AND sign the bottom of the form.**

Please list symptoms program staff should be on the lookout for related to the child's medical condition and the appropriate staff response for each, including when staff should call 911 for emergency care. Please use the reverse of this sheet if needed.

SYMPTOMS	STAFF RESPONSE

**III. PERMISSION: PARENT/GUARDIAN, please initial each statement and sign/date bottom of form.**

\_\_\_\_\_ I understand that in any instance where the staff feels it is medically necessary, 911 will be contacted for emergency medical assistance. In addition, staff will attempt to contact the parent(s)/guardian(s) and when unable will contact other emergency contacts listed. I or an emergency contact will arrive at the program within 30 minutes of being contacted, when required.

\_\_\_\_\_ I confirm all emergency contacts included on my child's enrollment in the online parent portal are up-to-date and listed in the order I would like to have them called in the event I cannot be reached.

\_\_\_\_\_ I further understand that it is my responsibility to keep Program Manager informed both verbally and in writing of changes in my child's condition and to immediately complete a new Medical Emergency Response Plan if treatment for the condition is changed or modified in any way.

\_\_\_\_\_ I give permission for Emergency Medical Response personnel to transport my child to a hospital if it is their opinion that such transport is in the best interest of my child's health and safety.

**My signature below indicates this form is complete and accurate.**

PARENT/GUARDIAN NAME (PRINT)	
PARENT/GUARDIAN SIGNATURE	DATE SIGNED
PHYSICIAN'S NAME (PRINT)	PHYSICIAN'S PHONE NUMBER
PHYSICIAN SIGNATURE	DATE SIGNED



**IV. PARENT INSTRUCTIONS FOR MEDICATION ADMINISTRATION & HEALTH MONITORING:**

**PARENT/GUARDIAN, please list all steps, in order and in detail, for how to administer your child's medication and/or monitor health during program hours. These directions should then be used when the parent/guardian trains Right At School staff. Parent/guardian and staff should sign below when training is completed.**

Lined area for writing instructions.

<b>TRAINING DATE:</b>	
<b>PARENT/GUARDIAN NAME (PRINT)</b>	<b>PARENT/GUARDIAN SIGNATURE (TRAINING COMPLETE)</b>
<b>STAFF NAME (PRINT)</b>	<b>STAFF SIGNATURE (TRAINING COMPLETE)</b>
<b>STAFF NAME (PRINT)</b>	<b>STAFF SIGNATURE (TRAINING COMPLETE)</b>
<b>STAFF NAME (PRINT)</b>	<b>STAFF SIGNATURE (TRAINING COMPLETE)</b>
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