



PARENT HANDBOOK 2020-2021

Dear Parents,

Welcome to Mansfield Independent School District's QUEST Program for the 2020-2021 school year. We are so glad to have your family as participants in our program. We like to think of our program as a place where children and adults feel they are in a safe environment and each family's needs are recognized and addressed.

We hold special pride in our professional staff. Selected for their abilities to help children reach their greatest potential, they are the strength of our program. It is our role to encourage and facilitate the learning of children, parents, and one another. We are pleased to embrace this responsibility.

Our top priority is to provide your child(ren) with a quality program while still remaining safe and following the guidelines outlined by the Center for Disease and Control Prevention and Mansfield ISD during these times. If we can ever be of assistance, please do not hesitate to call our office at 817-299-7596.

Sincerely,

QUEST After School Program Admin Team

Mansfield Independent School District

605 E. Broad St., Mansfield, Texas 76063

Phone: 817.299.7596

MISD QUEST Program
PHILOSOPHY (Our Beliefs)

District Mission:

The mission of MISD is to inspire and educate students to be productive citizens.

District Vision:

A destination district committed to excellence.

QUEST Mission:

To increase the success of MISD students by providing rigorous activities, engaging enrichment and recreational opportunities that will allow students to explore their interests and discover their talents.

QUEST Motto:

Explore. Discover. Create

Policies and Procedures

Enrollment Procedures

Students can be registered for the QUEST program by visiting www.ezchildtrack.com/MISDQuest/Parent. Once a completed registration packet is approved by the QUEST Admin Team, an approval email will be sent.

All past QUEST accounts must be current in order to enroll in your child for the 2020-2021 school year.

All registration forms *must* be completely filled out and turned in before a child can attend QUEST. No child will be allowed to attend without all required completed forms. Parents must keep staff informed of any changes on the enrollment forms via email.

Please remember to notify your child's teacher that he/she will be attending QUEST.

Parents have the opportunity to review both the employee and staff handbooks, and ask any questions directly to the Director and Program Coordinators. Questions, comments and concerns can always be directed to QUEST@misdmail.org.

Animals

Parents will be notified in writing if an animal(s) will be present at the operation during program hours.

Water Activities

QUEST will not attend any swimming pools during program hours. However, students may experience splash pads, water tables, and wading pool activities.

Parent Visits/Volunteers

At this time, visitors will not be allowed into the classrooms. If you would like to visit with the campus site supervisor, you must schedule a visit at least 48 hours in advance.

Emergency Preparedness

For the following emergencies, the QUEST program will relocate to a safe area of the school until the emergency is no longer a threat: earthquake, lightning storm, severe weather including tornadoes, or a situation outside with an unsafe person. Once relocated, all children will be accounted for and the appropriate QUEST staff will be notified.

For the following emergencies, the QUEST program will relocate to an area outside of the school until the emergency is no longer a threat: gas leak, bomb threat, hostage situation when able, fire, or internal flood. Once relocated, all children will be accounted for and the appropriate QUEST staff will be notified.

If we are unable to return to the school, QUEST will work with school officials, district transportation, and emergency management personnel to determine where care can be provided. QUEST will be responsible to communicate with parents should we need to relocate our program for an extended period of time.

Each afterschool program has an available on-site Emergency Preparedness plan specific to their school and program. This plan is available for review by staff and parents at any time during operating hours. Students will evacuate according to the maps available in each room in the school

Inclement Weather

Your safety, the safety of your child(ren), and the safety of our QUEST team members are of the utmost importance. In the event of inclement weather/adverse conditions, the following procedures will be implemented for the before and after-school program:

- If schools have a delayed opening, QUEST will only offer afternoon programming.
- If schools require an early dismissal or cancel after-school activities, QUEST will cancel afternoon programming.
- If schools are closed for the day, QUEST will also be closed.

Personal belongings

Electronic devices should remain at home or in backpack at all times. QUEST is not responsible for any items that are stolen or lost during programming.

Contacting your Child

Please do not call to speak to your child unless it is an emergency. If your child is experiencing problems, we will call you immediately. If you have any questions or concerns, please contact the site supervisor at any time. ***Students are not allowed to utilize cell phones or any other electronic devices at any of our sites.***

Communication

All communication should be directed to the Site Supervisor, so that center staff can supervise the children. In order to better meet the needs of your child, we may share information with school personnel.

We welcome all feedback and any comments or concerns related to the program can be directed to either the Site Supervisor or Program Coordinator. The contact information for the QUEST office is located on the front of this handbook. We request that any serious concerns be discussed outside of program time so as not to disrupt the flow of activities.

Any changes in policies or procedures will be documented in writing and sent to families at least one week before policy implementation.

QUEST will utilize the EZChildTrack system to send out information bulletins to the parents, as well as use the Remind101 system, QUEST email and on MISD QUEST Facebook page.

Family Engagement

Parent/Guardians of students enrolled in QUEST are encouraged to attend family activities. Each campus will host a minimum of two family events per semester. For the safety of your child(ren) and QUEST staff, only approved individuals listed on students EZ Childtrack account may attend family events.

Discipline

Children attending the QUEST Program will adhere to the discipline policy for the Mansfield Independent School District students during the core day. See Student Code of Conduct- <https://www.mansfieldisd.org/student-central/student-code-of-conduct>

Children whose behavior endangers others will be supervised away from other children. The child will have the opportunity to discuss the problem with a staff member and any other concerned party. If deemed necessary, the parent will be called to pick the child up for the day.

Guidance will always be positive, productive, and immediate when behavior is inappropriate. No child will be humiliated, shamed, frightened, or subjected to verbal or physical abuse while in the care of the QUEST staff.

While our staff will make every effort to accommodate your child's needs, there may come a time when staff determines that the program will not be able to meet those needs. The QUEST Program reserves the right to remove a child without the use of the three steps listed below if the QUEST Director/Program Coordinator deems it appropriate. Please see the "Major Offense Clause" in the Participant agreement (located at the back of this handbook) for more information.

Serious behavioral problems will be documented and the following actions will be taken:

- 1) 1st Offense - child counseled, note and/or phone call to parent;
- 2) 2nd Offense – Student's parent will be notified of the offense with a Parent Communication form which will outline appropriate behavior expectations, unacceptable behavior, and possible future consequences.
- 3) 3rd Offense – child may be removed from program or extended consequences may be given

Attendance

Check Out / Release of Children

Your child must be signed out by an approved adult each afternoon utilizing assigned PIN. Children will be released only to those authorized by the parent on the child's Registration Form. Please bring a photo ID with you every day as this will serve as a second layer of verification. It is the parent's responsibility to notify the site supervisor of any changes in authorization. If someone other than the authorized individuals must pick-up your child, you must update that information in EZChildTrack and a PIN must be set up for that individual prior to pick up. Those picking up children should be prepared to show identification to the staff member upon request. **No child will be released to anyone who is not authorized to pick up that child.**

Once your student has been signed into the QUEST program they will not be allowed to leave until an approved parent/guardian has officially signed them out of the program through the campus Site Supervisor. Students will not be allowed to leave the program to attend sporting events, non-academic school related events, or for any other reason. If your child will be attending tutorials, please provide the Site Supervisor with those dates and times in writing.

Hours of Operation

The QUEST program begins on the first day of face-to-face instruction, September 8, 2020, and operates on the same calendar as the district: <https://resources.finalsite.net/images/v1576681029/mansfieldisd/ucdmwrxbislj0nkqjkk/Calendar2021.pdf>.

The program does not operate on student holidays, staff development days, teacher workdays, and holiday break.

Elementary Campuses: 7:00 a.m.-7:30 a.m., 3:30 p.m. -6:30 p.m.

Intermediate Campuses: 7:00 a.m. -8:00 a.m., 4:00 p.m.- 6:30 p.m.

For an additional nonrefundable fee of \$30.00 per day per child, QUEST will be offering full day (7:00AM-6:30PM) programming (pending student enrollment) to current participants on the following days:

- Friday, October 9th
- Monday, October 12th
- Monday, January 4th
- Tuesday, January 5th

Selected program location will be announced as soon as possible.

Financial

QUEST is a pre-paid program. A non-refundable registration fee is due at the time of enrollment. A re-enrollment fee will be charged if the student withdraws from the program and wishes to return. The cost of registration is \$50 for one child and \$75 for a family each school year. Upon registration, a week's tuition is due the Friday before the student's start date. For *subsequent weeks*, tuition is always due on Friday for the upcoming week. A full-weekly fee is due whether or not a child attends for the week. There will be no credit adjustments or refunds for absences or suspensions.

Tuition is then paid on a weekly basis:

- Before school - \$25 per week
- After school - \$52 per week
- Before & after school - \$62 per week

Failure to submit payment will result in a \$15 late payment fee per child registered.

If an account becomes delinquent, QUEST admin will determine when the suspension of services is necessary and will contact the parent/guardian on or before the day services are interrupted; the site supervisor operating the program will also be notified. Past due accounts will be notified in the following way

- 1) Email notification
- 2) Second email and phone call
- 3) Follow up phone call with suspension notification.

Late Pick-up

Children should be picked up promptly by the program closing time. Repeated failure to comply may result in termination of services. A late pick-up fee of \$1.00 per minute per child will be applied after 6:30 pm. The late pick-up fee will be added to the account and must be paid by the end of the week to avoid an additional \$15 late payment fee.

All payments must be made online using the EZChildTrack system. Under no circumstances are QUEST staff members allowed to accept payments (cash and/or checks).

An attendance plan is decided at the time of enrollment. A change, including adding/removing programming must last a minimum of 4 weeks. Notice of changes must be given at least a week in advance. All changes will take effect on a designated Monday.

If a parent/guardian decides to withdraw his/her child from the program, the parent must provide at least a one week notice in writing to the QUEST office. Failure to provide such notice will result in a \$25 cancellation fee per account plus any past balance due.

If you would like to split your account due to custody agreements, QUEST can split amount due into two equal payments, per week. In order to complete this payment agreement, please provide the QUEST office with detailed legal documentation via email at QUEST@misdmail.org.

Refunds must be requested in writing and sent to the QUEST administrative office within 10 business days of the last day of attendance. All approved refunds will be processed through the MISD business office using the parent refund request form. Refunds will be issued to the individual who made the payments. Any unclaimed refunds will be forfeited after 10 business days.

QUEST accepts Mastercard, Discover, and VISA. A 3.25% service fee is included in the tuition fee, which is non-refundable.

Health

We follow district health guidelines. Please see MISD Student Handbook for more information: <https://resources.finalsite.net/images/v1563470749/mansfieldisd/mhtdj318nxodvkkmslt9/studenthandbook.pdf>.

It is important to remember that schools are required to exclude students with certain illnesses from school for periods of time as identified in the MISD Student Handbook. For example, if your child has a fever over 100 degrees, he or she must stay out of school until fever-free for 24 hours without fever-reducing medications. In addition, students with diarrheal illnesses must stay home until they are diarrhea-free without diarrhea-suppressing medications for at least 24 hours.

A full list of conditions for which the school must exclude children can be obtained from the school nurse. A child may return to program when they are free from sickness for 24-hours without the assistance of fever reducing aides.

What if my child becomes ill while in the care of QUEST?

- (1) Contact the parent to pick up the child as soon as possible;
- (2) Care for the child apart from other children;
- (3) Give appropriate attention and supervision until the parent picks the child up; and
- (4) Give extra attention to hand washing and sanitation if the child has diarrhea or vomiting.

For an illness or injury that requires the immediate attention of a health-care professional, QUEST will:

- (1) Contact emergency medical services;
- (2) Give the child first-aid treatment or CPR when needed;
- (3) Contact the child's parent/guardian;
- (4) Contact the physician or other health-care professional identified in the child's record.

Accidents/Incidents

If an accident occurs while a child is attending the program, the staff will assess the injury and take appropriate action. As standard practice, there are no nurses on duty during programming. First aid boxes are kept at the site to deal with minor scrapes, cuts and bruises. If a more serious injury occurs which requires medical attention, 911 may be called and the parent will be notified. An accident/incident report will be prepared and a copy will be sent to the parent on all accidents/incidents. All QUEST sites will have at least 2 staff member who are CPR certified.

Nutrition

Your child will be allowed to bring his/her snack if they would like. If a snack is not brought your child will be provided with one. If a child's diet must be modified for health reasons, the parent must provide the campus site supervisor with the proper medical documentation form signed by your child's physician and will be included in the child's records. If a child's diet is modified for cultural or religious reasons, the parent must notify the campus site supervisor in writing and may be asked to help provide supplemental foods.

If your child brings his or her own snack, please make sure their first and last name is clearly labeled on their snack daily.

QUEST strives to maintain a peanut-free zone whenever possible. We ask that you are cognizant of the snacks your son/daughter brings as other participants may have allergies.

Hand Washing

It is best practice to require all children to wash their hands immediately upon entering QUEST each day. Children will wash their hands before and after they eat, play outside, playing with sensory materials (e.g. sand) or interacting with animals, and after they use the bathroom.

Safety

We ask that parents closely supervise their children in the foyer and parking lots when arriving/departing. Parents must stay with their children at all times while on campus.

Parents or approved persons on the registration form must follow campus procedure in picking up their child each day. Children **will not** be permitted to leave with any person who does not have a PIN or is not listed on the authorized pick-up list (with a valid ID) on your student EZChildTrack account.

The person picking up your student must be at least 16 years of age with a valid driver's license, or at least 18 years of age with a valid state ID. Students will not be released to siblings who do not meet the above requirements.

All employees are required by Texas Law to report any suspicion of child abuse or child neglect.

QUEST staff will follow all MISD Counseling Department Guidelines and Procedures when a child expresses an intent to harm themselves or others. The QUEST program staff has student safety as their number one priority. Parent/guardians will be immediately notified is such situation occurs with his/her student.

Medications

Medication will not be given during the QUEST Program unless deemed necessary by school nurse **and** if the QUEST staff has the capability to administer the medication.

Clauses

Child Abuse and Neglect Reporting

The Department of Health and Human Services require that QUEST staff report suspected cases of child abuse. This includes the reporting of parents whose abilities appear to be impaired by drugs or alcohol. The child abuse hotline is 1.800.252.5400 or the local Licensing office may be reached at 817-321-8604.

Department of Family and Protective Services website: www.dfps.state.tx.us

Liability

QUEST is not responsible for medical expenses resulting from an illness or accident at the center.

Non-Discrimination Clause

QUEST is part of Mansfield ISD (a local education agency) and does not discriminate in employment, enrollment, or nutrition programs on the basis of race, color, religion, national origin, sex, marital status, disability or handicap, age, or any other status protected by the local, state or federal laws.

Confidentiality

The QUEST staff will, at all times, protect the confidentiality of the families participating in our program. Any information received by our staff will be used only as necessary and only by approved Mansfield Independent School District personnel and according to district policy. In addition, our staff will protect the confidentiality of our participating families by protecting any other privileged information gained through conversations and/or written documents. No personal information will be released to outside entities without the expressed written consent of a parent and/or guardian.



QUEST Participant Code of Conduct

The QUEST program seeks to increase the success of MISD students by providing rigorous activities, engaging enrichment and recreational opportunities that will allow students to explore their interests and discover talents. In order to provide a safe and productive learning environment to students, participants must observe the program’s code of conduct. The QUEST program is not a part of the instructional program of Mansfield ISD therefore, participation may be denied at the discretion of the QUEST Director if individuals do not comply with these standards of behavior.

REQUIREMENTS:

1. Students must observe school and district Codes of Conduct.
2. Students will attend the program regularly.
3. Students will respect all school and program property.
4. Students will follow instructions.
5. Students will demonstrate courtesy.
6. Students will conduct themselves in a responsible manner.
7. Students will create positive relationships.
8. Students will observe safety procedures at all times.
9. Students will leave school premises on time at the end of the program day.
10. The intent to harm (verbal, physical or emotional) self or any child or adult (hitting, scratching, kicking, fighting, teasing, name-calling, bullying) will not be tolerated.

CONSEQUENCES:

- 1st Offense - child counseled, note and/or phone call to parent;
- 2nd Offense – Student’s parent will be notified of the offense with a Parent Communication form which will outline appropriate behavior expectations, unacceptable behavior, and possible future consequences.
- 3rd Offense – child may be removed from program or extended consequences may be given

MAJOR OFFENSE CLAUSE:

Any student committing a major offense, including, but not limited to, the threat of physical abuse to self or others, profanity, insubordination, sexual harassment, leaving school grounds without permission, falsification of records, among others, will result in suspension of the program or receive a strike three consequence.

Student Name: _____

Parent/Guardian Name: _____

Date: _____



Parent/Guardian Code of Conduct



The following guidelines have been created to meet the standards, policies and procedures of the QUEST, minimum standards for child care centers and the Texas Family Code. All QUEST staff and volunteers are knowledgeable of these standards, policies and procedures.

1. Communicate with the Site Supervisor or staff daily.
2. Give detailed information and provide official legal documents to the Site Supervisor if custody situations arise.
3. People whose behavior and/or health status pose an immediate threat or danger to the health and safety of the student must not be present when students are in care.
 - Do not confront any student in a threatening manner.
 - Do not confront students from other families.
 - Using profanity in the presence of a child is prohibited and against the law.
 - Report concerns to the Site Supervisor/ Program Coordinator
 - In the event of threatening behavior towards a QUEST staff member or child, Mansfield ISD Police will be called.
4. Consumption and/or possession of alcohol in any form are strictly prohibited by QUEST. Controlled substances/medications must be accompanied by a written doctor’s prescription when used during program hours. People must not be under the influence of or impaired by alcohol or controlled substances in the presence of students and staff.
 - Children will not be released to parents, guardians, or other authorized adults if the QUEST staff feels as though the individual is consuming, under the influence of or impaired by alcohol or a controlled substance.
5. People must not smoke, use tobacco products, E Cigs, or Vape Pens at the school, on the premises or on the playground.

Consequences of Parent Misbehavior

In regards to the “Adult Code of Conduct” listed above, any parent misbehavior will result in the QUEST Director’s decision ranging from a verbal warning to the maximum penalty being parent’s removal from the building or the student’s removal from our program.

Student Name: _____

Parent/Guardian Name: _____

Date: _____



QUEST Program Parent Agreement 2020-2021



Student(s): _____

Parent Responsibilities

- Follow drop off/pickup procedures set forth by the QUEST Program.
- Sign the child out of the center each day. Students will not be allowed to sign themselves in/out of the program. Failure to comply may result in removal of the program.
- Notify the QUEST staff if the child will absent for the afternoon. School faculty is not responsible for notifying QUEST of absences. Not necessary to report morning absences.
- Notify the central QUEST office and center staff of any change in those individuals authorized to pick up the child and make appropriate changes to EZ Childtrack account.
- Pick up a sick or injured child from the center as soon as possible after being notified by QUEST staff.

I understand that **the following will result in my child’s automatic withdrawal** from the program:

- Consistent late pick-ups.
- Major offense and/or consistent inappropriate behavior.
- ANY use of abusive language, assault, or weapons.
- Student leaving the premises without permission.
- Failure of parent to attend conference (if requested to discuss student behavior.)
- Failure to make payment.

Parent/Guardian Signature: _____

Home Phone: _____

Cell Phone: _____

Work Phone: _____



Parent Handbook Agreement



I, _____ have reviewed a copy of the QUEST After School Program Parent Handbook. I have read, understand and agree to abide by the policies set forth in this document.

Student(s) Name _____

Parent Signature _____

Date _____

I give my permission for my child and/or I to be photographed and/or videotaped by MISD QUEST and other organizations or individuals approved and/or accompanied by the site director for purposes of advertising, public relations and family enrichment. I agree that any photographs, statements or video becomes the exclusive property of MISD QUEST.

Parent Signature _____

Date _____