Saratoga Union School District Extended Day Child Care



The Tree House

Located at Argonaut, Foothill, and Saratoga Elementary Schools and Redwood Middle School

Parent Handbook









Overview

The Saratoga Union School District Child Care Program **The Tree House** is a safe, trustworthy, and high-quality extended day program serving our District's TK through eighth-grade students and their working parents. We offer an after-school-care schedule supportive of the whole child, including supervised play, engaging, age-appropriate activity choices, homework help, and healthy snacks at all three elementary school campuses.

The Tree House staff are highly trained, nurturing, and energetic caregivers who believe that children thrive in a fun, encouraging child-centered, hands-on program. They take pride in creating and maintaining an optimal after-school experience for students with access to a variety of campus facilities and resources.

This handbook is intended to answer parent/guardian questions and serve as a reference for our district's child care program. Please take time to review important information relative to your child.

Hours of Operation

The Tree Houses are open Monday through Friday on days that school is in session.

After-school care begins when students are dismissed and ends promptly at 6:00 p.m., including SLCT Wednesdays, Conference Days, and Minimum Days. There is no before-school care offered at this time. Morning care may be available if there is sufficient enrollment and staffing.

Contact Us

Tree Houses are conveniently located on each campus of the Saratoga Union School District. The program is administered through the District Office located at 20460 Forrest Hills Drive, Saratoga, CA 95070.

General Questions, Registration, and Tuition Payment: (408) 359-6638

treehouse@saratogausd.org

Registration Forms Located Online- SUSD Website, Extended Day Care Page

The Argonaut Tree House: 408-867-4774

The Foothill Tree House: 408-867-4117

The Saratoga Tree House: 408-384-4535

Rights and Expectations

Child Rights

The following are the child's rights as a participant of the Tree House.

- 1. To be treated with respect by other persons
- 2. To be free from physical, verbal, or mental abuse
- 3. To be treated equally regardless of religion, age, sex, ethnicity, or cultural beliefs
- 4. To receive medical aid during emergencies and as otherwise needed
- 5. To be provided with a healthy, safe, and caring environment

Child Expectations

We expect that children follow the rules set by the District and the Tree House staff when they are present at the center. The following are the expectations of all Tree House children.

- 1. Respect each other and others' belongings.
- 2. Show responsibility by following the directions given by Tree House Staff.
- 3. Keep hands and feet to yourself.
- 4. Participate positively in the group.
- 5. Refrain from obstructing another child's or adult's right to safety and peace.

Please see pages 15-16 for full student behavior guidelines.

Students who do not follow expectations will be given verbal warnings. After two warnings parents are called, and/or communicated with at pick-up time. If inappropriate behaviors continue, a student may be suspended from the Tree House for 1-3 days. Should the problem persist, a meeting will take place between the parents, the leaders, and the Site Supervisor before that child may return to the Tree House. During this meeting, a behavior plan is discussed to help the student be successful in the program. If the child does not show adequate improvements after the parent/child/staff communications the Tree House may refuse service to the child via suspension or expulsion from the program. No refunds are given to any family whose services are terminated due to a breach of rules or continual student disruption. Students suspended from the regular school day are also suspended from the Tree House for the same duration. Reimbursement of tuition and fees will not be given for suspended days.

Expulsion/Termination of Services:

When a student is expelled, termination of services shall be in effect for one calendar year from the date of termination. Re-enrollment may be considered no sooner that one calendar year from the date of termination. To request consideration for re-enrollment, a parent may request in writing a meeting with the Program Director to discuss corrective action taken to prevent a recurrence of the reason for termination. The Program Director will gather information and determine if services will be reinstated. Any re-enrolled student will be placed on provisional status for 90 days. Failure to adhere to program policies, procedures, and expectations will result in immediate termination and disqualification from future re-enrollment in the SUSD childcare program. No refunds or tuition or fees will be given.

Parent/Guardian Rights

All persons who live with and assume responsibility for the child are afforded these rights. As a parent/guardian/ authorized representative you have the right to:

- 1. Briefly visit the Tree House when children are in care (without disruption to the program). Visits must be pre-arranged with the Site Supervisor
- 2. File a complaint against SUSD as per board policy without fear of discrimination or retaliation against you or your child
- 3. Request in writing that your child's other parent is not allowed to visit your child, or take your child from the Tree House provided you have produced a copy of a certified court order
- 4. Receive a call back from the Tree House staff

Adult Expectations

The following behaviors are unacceptable and in conflict with the Tree House program. Any adult who fails to follow these expectations may have his or her child excluded from participation in the Tree House programs and/or related functions.

- 1. Mental, physical, or verbal abuse or harassment toward students and or/Staff
- 2. Violent behavior or threat of such behaviors against a staff person or other member by parent/guardian or persons associated with the child (family member, family friend, etc.)
- 3. No adult will use foul, obscene, or perverse language at the Tree House or any related functions
- 4. Alcohol, drug, and tobacco use are prohibited on any school campus or during any related Tree House functions
- 5. Destruction, vandalism, or theft of school, Tree House, or private property is prohibited

Tuition, Fees & Payment Schedule

Registration Fees

The Tree House program is a self-sustaining program funded through parent tuition and fees.

An annual registration fee will apply as follows:

-	One Child	\$ 75

- Two Children \$125
- Family Rate (3 or more) \$150

Registration fees will not be prorated for the year and will be due at the beginning of each school year or the first month of enrollment in the program. Participants leaving the program for more than 90 days will be assessed the applicable Registration Fee upon return to the program, except for the flex pass.

(Tuition, Fee & Payment Schedule, continued) Rate Schedule Options

Please note that no new enrollees are accepted in June.

Elementary School Plans and Fees

Plan Type	August Fee	September- May Fee	June Fee
TK/Kindergarten Plan - Full Time Monday-Friday Full-time care (4-5 days per week)	\$460 per month	\$690 per month	\$230 per month
TK/Kindergarten Plan - Part Time Monday-Friday Part-Time Care (2-3 days per week) Must be on a Regularly Scheduled Basis	\$370 per month	\$555 per month	\$185 per month
1st - 5th Grade Plan - Full-Time Monday-Friday Full-time care (4-5 days per week)	\$400 per month	\$600 per month	\$200 per month
1st - 5th Grade Plan - Part-Time Monday-Friday Part-Time Care (2-3 days per week) Must be on a regularly scheduled basis	\$315 per month	\$470 per month	\$155 per month
TK - 5th Grade Plan – One Day Per Week Only Must be on a pre-designated day, consistent week-to-week.	\$160 per month	\$240 per month	\$80 per month
TK - 5th Grade Plan – Flex Pass Option A Flex Pass for up to 6 drop-in visits during the 2023-2024 school year. Unused flex passes can be used for Summer 2024.	\$300 (available once every 90 days) Additional passes may be purchased during the school year, but only one Flex Pass per student can be purchased every 90 calendar days.		

Middle School Plans and Fees

Plan Type	August Fee	September- May Fee	June Fee
6th- 8th Grade Plan - Full-Time Monday-Friday Full-time care (4-5 days per week)	\$385 per month	\$575 per month	\$190 per month
6th- 8th Grade Plan - Part-Time Monday-Friday Part-Time Care (2-3 days per week) Must be on a regularly scheduled basis	\$300 per month	\$450 per month	\$150 per month
6th- 8th Grade Plan – One Day Per Week Only Must be on a pre-designated day, consistent week-to-week.	\$160 per month	\$240 per month	\$80 per month
6th- 8th Grade Plan – Flex Pass Option A Flex Pass for up to 6 drop-in visits during the 2023-2024 school year. Unused flex passes can be used for Summer 2024.	\$300 (available once every 90 days) Additional passes may be purchased during the school year, but only one Flex Pass per student can be purchased every 90 calendar days.		

Part-time and one-day-a-week plans: <u>24-hour advance notice</u>, in writing, is required to change scheduled days for part-time and one-day-a-week plans.

Flex Pass	A Flex Pass for six (6) visits can be used intermittently. Only one Flex Pass per student may be purchased once every 90 calendar days . Flex passes are valid for the school year and summer during which the flex pass was purchased. Unused days do not roll over to the next school year and expire at the end of the summer program. Except for the Flex Pass option described here, there is no student drop-in service. *24-hour advance notice, in writing, is required to schedule a flex pass day.
Returned check fee	\$25
Late pick-up fee	\$1.00 per min. (first two times) / \$5.00 per min. (subsequent late pick-ups)
Late payment fee	\$25
Tuition Only Discounts: (Only one discount may be applied)	10% discount for SUSD and/or LGSUHSD employees. 10% sibling discount.

No tuition adjustments will be granted for weeks that include holidays. We do not prorate for holidays. We do not charge extra for the longer Wednesday SLCT days, minimum days, or parent conference days. All school year calendar variances have been factored into the set rates.

(Tuition, Fee & Payment Schedule, continued)

Billing and Payments

Parents/guardians will need to register for Tree House on the <u>Eleyo Portal</u> by submitting a contract request. Payment for the annual registration fee and the first month's plan will be debited from the parent's accounts upon acceptance of the contract. Once a contract has been approved on Eleyo, schedule changes, plan changes and cancellation of Tree House plans require a two-week written notice.

Payments are due by the 7th of the month. Payments may be made online via Eleyo or by check dropped off at Tree House, the school front office, or the District Office. A late fee of \$25.00 will be charged for payments received after the fifth of each month. A \$25.00 fee will also be charged for each returned check. The Tree House may terminate childcare services for delinquent tuition.

Divorced or Separated Parent/Guardian

The parent/guardian who signs the contract is the responsible party for making the full monthly payment. If you choose to split the payments between parents, it is the parent's responsibility to request a second contract and to determine the payment amount that will be paid by each parent. Both parents must sign a separate contract with the correct amount listed. Should one parent default on payment, service to the child will be stopped for the days that correspond to the unpaid tuition amount. For situations where separated/divorced parents/guardians alternate pick-ups and do not have separate contracts, the staff will communicate important information to the parent who picks up, and it is the responsibility of the parents/guardians to share this student information.

Charges for Late Pick-Up

The Tree House closes promptly at 6:00 p.m. A fee of \$1.00 per child per minute will be charged for late pick-ups. After two late pick-ups, the late fee will increase to \$5.00 per minute. If a child is picked up late three times at the \$5.00 per minute rate, the Tree House has the right to terminate services.

(Tuition, Fees & Payment Schedule, continued)

Subsidized Payments

Tree House does accept payments from outside agencies that subsidize individual student child care. Upon enrollment in the program, the parent must provide the official signed contract from the supporting agency. Children cannot start without a current contract letter. Parents are also responsible for any difference in price between agency payment and tuition costs. Any family who has an outside subsidy will be required to sign an SUSD External Subsidy contract and must abide by the outlines of the agreement or services may be terminated.

Tree House offers a limited number of internal subsidies (scholarships) to families that qualify based on the federal income poverty guidelines, including students who qualify for free and reduced-price meals. For questions on if your child is eligible to attend Tree House at no cost, please contact treehouse@saratogausd.org. Enrollment opens in May for the following school year. Subsidies are for one school year only. They do not automatically roll over to summer or subsequent years.

See the application form on the website <u>saratogausd.org/treehouse</u>.

Program

Licensing

Tree House is operated by a California public school district and adheres to California State Education Code. The Saratoga Union School District Superintendent and designee(s) oversee all Tree House facilities and operations. School Districts serving their own students are exempt from State Social Services licensing.

Program Offerings

Tree House provides an environment that promotes positive social interaction and child development through play. Our Tree Houses offer children many choices with a variety of hands-on experiences through indoor and outdoor activities.

Tree House also provides quiet spaces where children may work on homework. This time is built into the daily schedule. Leaders help students but do not check homework for accuracy, as we believe that is an important part of the home-school connection for parents. We will provide ample time for students to complete their daily homework and support the students in their work.

Tree House students will have the opportunity to participate in STEAM (Science, Technology, Engineering, Arts, and Math) experiences, health and fitness activities, arts and crafts, games, nature walks, and/or other hands-on experiences. While attending the program, children will also have the opportunity to read, draw or paint, play educational computer or board games, and participate in sports, outdoor free play, and more.

School Site After-School Classes

If your child signs up for an after-school enrichment class in addition to the Tree House, it is the parent's responsibility to let us know the days and times your child will attend the alternative program. Children are expected to check in at the Tree House building as usual before going to another program, to let staff know if they will be in later or not at all.

Snacks

The Tree House offers children afternoon snacks. Children may bring snacks if they desire. Lunches are available in the Cafeteria on SLCT and minimum days or students may bring lunch from home on these days. Snacks brought from home should not include "junk food" such as candy, potato chips, sugary drinks, etc. We serve healthy snacks and would appreciate parents sending similar food items. It is the parent's responsibility to let us know of any food allergies or restrictions a child may have. **Snacks brought to the Tree House cannot contain peanuts.**

Electronic Devices

The Tree House only allows electronic games to be brought occasionally to the program and only when the Site Supervisor informs children/parents of which day they will be allowed. Should your child bring his/her electronic game or any other items from home, Tree House is not responsible if the item is lost, damaged, or stolen. Any items brought from home should be labeled clearly with your child's name. If your child has a smartwatch, smartphone, or other personal communication technology, it must be kept inside the child's backpack during program time and it should be turned off. If you need to reach your child, you can call the Tree House phone directly. Should the child need to use his/her personal cell phone he/she will need to ask a Tree House staff member for permission. Any inappropriate cell phone use will result in the child not being able to have it on campus.

SUSD Technology

Our programs follow the District's Student Responsible Use of Technology Policy (SRUTP) (Board Policy 6163.4). Students are expected to use SUSD devices for educational purposes only. Failure to obey policies will result in loss of privileges and/or disciplinary actions. All students and parents/guardians must read and sign the SRUTP either during the new student registration process or the annual returning-student enrollment update.

Sign In & Sign Out

All children must be signed in and out of the Tree House each day they attend the childcare program. Tree House staff will sign in children when they are released from school and arrive at the Tree House.

When signing out, children will be released from the Tree House only to those adults who are authorized by the child's parent/legal guardian during new student registration or the annual-returning-student-update. Please note that should a person arrive to pick up a child and appears to be under the influence of drugs or alcohol, for the child's safety, staff may have no recourse but to contact the police. Adults not on the child's emergency contacts nor the child's Tree House authorized pickup list will not be allowed to pick up students. Requests to add a name to the Tree House authorized pickup list must be communicated via email to treehouse@saratogausd.org and the Site Supervisor.

If parents/guardians are separated, either parent has the right to add a name to the emergency card authorizing a person to pick up the child. Any court orders or legal documents will take precedence and be strictly adhered to in the event of custody matters. Siblings may pick up a child, but they need to be at least 18 years old and listed on the emergency card. Elementary students are not allowed to sign themselves in or out or walk home from the program unattended.

Attendance and Absence Reporting

For safety reasons, the Tree House staff must know which children are expected to attend Tree House each day. Parents must report their child's absence to the Tree House whenever the child will not be attending the childcare program as expected. Call the phone numbers listed on the last page of the handbook or email the Site Supervisor. If the child will be absent from both the regular school day and childcare, please call to report the absence to both school and Tree House.

Students must attend school to attend Tree House. If a student is absent from school for any reason, students may not attend Tree House that day. Students who are picked up from the school day before dismissal may not return directly to the Tree House program.

Parents will not be reimbursed for days when the child is absent. (Special consideration will be given for long-term illnesses or other unforeseen extended emergencies with a doctor's note.)

IMPORTANT NOTE: Parents must notify the Tree House of any changes in a child's attendance schedule. This includes part-day absences due to attending enrichment classes. The Tree House staff will search for any child who does not arrive as expected at the Tree House. If the child is not found, the Tree House will assume the child is missing and contact the parent, the school office, and the Sheriff for immediate assistance.

Dropping/Changing Scheduled Attendance

Parents who wish to drop their child(ren) from the Tree House program or make changes to the scheduled dates of attendance must provide Tree House with a *two-week notice in writing (email accepted)*. Families who are dropping from the program will be charged for the two weeks following the written notifications, after which all services will end. Verbal notifications are not sufficient to alert us of a program change.

Illness

If the child exhibits any of the following symptoms while at the Tree House, the parent/guardian will be notified. The parent/guardian will be expected to pick up the child within one hour. The Tree House may request proof of treatments and/or a doctor's note before the child is permitted to return to the center.

- The child was sent home from school on the same day due to illness.
- A fever of more than 100 degrees
- Diarrhea, nausea, or vomiting
- Any communicable disease that is required for a child to be sent home according to Santa Clara County Public Health requirement

Additionally, for health and safety reasons, children who exhibit any of the above symptoms should not be sent to the Tree House. Children must be fever-free without fever-reducing medication for at least 24 hours before returning to The Tree House.

Injuries

The Tree House staff may clean and apply adhesive bandages to minor cuts and scrapes and may apply ice to minor bumps, bruises, or other injuries. For more severe injuries, staff will contact an authorized person to pick up the injured child and care for him/her, and/or staff may call for emergency response.

Medication Policy

The Tree House will be responsible for giving medication to students only under the following circumstances: We will not dispense daily medications that are scheduled to be given during the school day. The Tree House follows School District policy, which states that to dispense medication, parents must provide the staff with the doctor's orders for that medication. In addition, if children require an epi-pen, inhaler, or other emergency medications, parents will be responsible for providing training and the medication needed to the staff. **Two sets of medication will be required to cover <u>both</u> the school day and Tree House since access to the school office is not always available after hours. The** *Request For Medication* **form stating that they are designating the staff to dispense the medication must not interfere with the overall operations of the program. Medication can be provided to students only after parents have provided the proper training and paperwork.**

IEP OR 504 Plans

Upon registration, families must disclose if a child has an IEP or 504 Plan and provide a copy to the Site Supervisor. If an IEP or 504 plan is issued, families should communicate with the Site Supervisor.

Staffing and Training

SUSD will employ Tree House leaders to develop and implement the after-school care program. These leaders will participate in ongoing training. Training will include classroom management, conflict resolution, social-emotional literacy, emergency procedures, and curriculum development. The ratio of staff to students will not exceed 1:20 for 1st-8th grade students and 1:10 for Transitional Kindergarten and Kindergarten students. All staff have a CA Department of Justice, FBI, and tuberculosis clearance and are reference-checked before hiring. The Program Director oversees our District's Tree House program and staff.

Mandated Reporters

All Tree House employees are mandated by the State of California to report any suspicion of child abuse. Employees shall not form opinions or conclusions on these suspicions. It is only their responsibility to contact Child Protective Services and state concerning observations. The responsibility then lies with Child Protective Services to investigate, draw conclusions, and, if necessary, prosecute.

Open Door Policy

Our doors are always open to parents who wish to briefly visit the Tree House. Parents should plan all visits with the Tree House staff and check in for a visitor pass. We also encourage all parents to attend our schools' fall Back-to-School Night and spring Open House.

Emergency Procedures

Tree House staff will follow the emergency guidelines set by the Saratoga Union School District. Tree House staff are trained in our District's emergency procedures. All Tree House buildings have phone access for emergencies, a cell phone, and hand-held radios to communicate in the event students are in different places on the school grounds. Site Supervisors' cell phone numbers will be given at the beginning of the year, and are to be used in case of emergency only. All Tree Houses are equipped with emergency supplies and first-aid kits

Items to Leave at Home

Please do not bring to Tree House: toys, games, trading cards, hard baseballs/softballs, baseball or cricket bats, glass containers, stuffed animals, live animals, personal laptop computers, portable electronic games and music players, video and audio recording technology, and chewing gum. If sharing items are brought for school, they must be kept inside the student's backpack during Tree House. If you have any questions about whether a particular item may be brought to school, please contact the Site Supervisor as exceptions may be made for sharing or Spirit Days.

Bully Behavior

The Tree House staff recognizes the harmful effects of bullying on student learning and school attendance. We desire to provide safe school environments that protect students from physical and emotional harm. Tree House staff, students, and parents establish student safety as our top priority and shall not tolerate the bullying of any student.

Bullying, for the purposes of discipline, is defined in California Education Code 48900 (r) as severe or pervasive physical or verbal conduct, including electronic communications, that:

- reasonably places a student in fear of harm to their person or property,
- has a substantially detrimental effect on their physical or mental health,
- substantially interferes with their academic performance,
- or, causes substantial interference with a student's ability to participate in or benefit from the services, activities, or privileges provided by a school.

At Tree House, we are committed to a safe and welcoming environment. No student or group of students shall be subject to physical, written, or verbal harassment and intimidation of any kind, including harassment through electronic communication. We are also committed to supporting the underlying needs of any child found to be engaging in bullying as well as working toward resolution and care for any child who is the victim of bullying behavior. Students engaging in bullying behaviors are subject to disciplinary action, up to and including suspension and expulsion from school.

We also are mindful that behavior is sometimes labeled as "bullying" when other descriptions such as social conflict or teasing are more helpful for understanding and resolving the problem. If you have concerns your child may be experiencing bullying or bullying others, please contact Tree House staff members.

Student Behavior Guidelines

The goal of Saratoga Union School District's child care program is to provide a healthy, physically and emotionally safe, stimulating, and secure environment for all program participants. We strive to help students discover who they are through activities and experiences that build strong relationships and encourage our youth to be globally upright citizens.

PROGRAM BEHAVIOR GUIDELINES

- People are RESPONSIBLE for their actions
- RESPECT each other and the environment
- HONESTY will be the basis for all relationships and interactions
- We will CARE for ourselves and those around us

WHEN A CHILD DOES NOT FOLLOW THE BEHAVIOR GUIDELINES, THE FOLLOWING STEPS WILL BE TAKEN:

- Staff will redirect the child to more appropriate behavior.
- The child will be reminded of the behavior guidelines and rules, and a discussion will take place.
- The parent will be notified of the behaviors.
- The staff will document the situation. This written documentation will include what the behavior is, what provoked the problem, and corrective action taken.
- A conference with the parent and staff will occur to determine the appropriate action.
- A progress check or follow-up will occur.
- If the problem persists, a conference will occur with the parent, child, staff, and Site Supervisor. The Site Supervisor will have all documentation, and conference notes for review.
- If a child's behavior at any time threatens the immediate safety of self, other children, or staff, the parent will be notified and expected to pick up the child immediately pending the next steps.
- If a problem persists and/or a child continues to disrupt the program, the SUSD Extended Day Care Program reserves the right to suspend the child from the program.
- Expulsion from the program will be considered in situations involving violent acts or after all alternatives have been attempted to resolve the problem.

SUSPENSION^{*} FOR THE REMAINDER OF THE CURRENT DAY AND THE NEXT DAY

- Children suspended or expelled from the school day are not permitted to attend the Tree House after-school and/or before school for the duration of the suspension/expulsion.
- Grounds for suspension from the Tree House include the conduct listed below as well as suspensionable incidents listed in <u>Board Policy 5144.1</u> and <u>California Education Code</u> <u>48900.</u>
 - Endangering the health and safety of self, other children, and/or staff.
 - Threats made to children and/or staff regarding firearms, knives, firecrackers, or explosives.

- Theft or damage to the school, or personal property.
- Leaving the program premises without permission.
- Continuous disruption of the program and/or refusal to follow program behavior guidelines and/or school rules.
- Use of profanity, vulgarity, obscenity, and/or lewd behavior.

*The severity of the behavior may result in immediate expulsion and persisting behaviors may lead to extended suspensions and/or expulsion from the program.

IMMEDIATE TERMINATION OF SERVICES

- Grounds for termination of services include, but are not limited to:
 - Endangering the health and safety of self, other children, and/or staff;
 - Possession of, and/or use of tobacco products, knives, alcohol, illegal drugs, firecrackers, firearms, or explosives;
 - Inappropriate interaction by parents, family contacts, or family members towards other parents, participants, or staff. (Example: threats, harassment, obscene language, fights, displays of hostility, etc.)

Upon completing the registration process for the Tree House, you agree to the behavior guidelines listed above.

Contact Information

Tree House Director Jessica Baker jbaker@saratogausd.org treehouse@saratogausd.org (408) 359-6638

Registration and Payments

The first month's tuition and registration fee should be paid via check and dropped off at the SUSD Business Office, 20460 Forrest Hills Drive, Saratoga, the Tree House, or the school front office. Subsequent payments can be made via check (dropped off at Tree House or the school front office) or through ParentSquaure.

The Argonaut Tree House

Mara Miljevich, Program Site Supervisor mmiljevich@saratogausd.org 408-867-4774

The Foothill Tree House

Kia Yamamoto, Program Site Supervisor kyamamoto@saratogausd.org 408-867-4117

The Saratoga Tree House

Corri Coss, Program Site Supervisor ccoss@saratogausd.org 408-384-4535

The Redwood Tree House

treehouse@saratogausd.org 408-359-6638

All of our Tree Houses have phone lines, so that parents can call whenever they have a question or concern. Our policy is to answer the phone when staff is available and not working with children. Your children's well-being and safety are our priority! Should you leave a message for the staff, we will contact you as soon as possible.