



St. Paul's Lutheran School

Surround Care

Parent Handbook



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2021-2022

Our Mission & Goals

St. Paul's Lutheran School exists to assist parents in carrying out their responsibility to bring their children up in the Lord by providing a Christ-centered education. The Surround Care program's mission is to support the school's mission. With the guidance of the Holy Spirit, the St. Paul's Surround Care program will strive to:

- ❑ Work for the school at all times to further the school's mission.
- ❑ Make it easier for families to allow their children to attend St. Paul's school.
- ❑ Provide a Christ-centered environment for before and after school hours.
- ❑ Promote a God-pleasing image of St. Paul's Lutheran School in an effort to encourage greater enrollment.

The Program

The Surround Care program provides Christian childcare on a non-profit basis for all children of the school (Pre-K through 8th grade). Children with special needs are accepted if, in the judgment of the staff, the program is in the best interest of the child and no extra staff is required.

Surround Care Rates

The fee for the 1st child is \$6.00 per hour, the 2nd child is \$5.00 per hour, and the 3rd child is \$4.00 per hour for the 6:00-7:30 am and the 3:00-6:00 pm sessions, as well as the 1:00-3:00 pm session on early release days. There is a maximum of \$15.00 per hour, per family. For those families that are in need of full-time Surround Care (2-4 hours a day, 4-5 days a week) fees are as follows: fee for the 1st child is \$5.00 per hour, the 2nd child is \$4.00 per hour, and the 3rd child is \$3.00 per hour, with a maximum of \$12.00 per hour, per family. The 11:00 am-3:00 pm session for 3K students is a flat rate of \$14.50, regardless of how long the student stays between 11:00 am and 3:00 pm.

Payment is required on Thursday for the following week, along with the schedule of times needed for each child. You may schedule by the half hour to best fit your family's scheduling needs. Credits will be given for completely missed sessions due to illness, snow day or family emergency.

Students not scheduled and paid in advance will not be admitted. Late fees will be assessed if children are left past designated pick-up time. Fees will be \$5.00 for the first 10 minutes and \$1.00 for each minute thereafter.

If the child is not scheduled and is sent down to Surround Care, there will be a drop-in fee of \$5.00/child. If care is needed last minute you may contact Surround Care via email at surrcare@stpaulsonalaska.org to see if there is room available.

Note:

*The first child is defined as the one enrolled in the greatest number of hours of care.

*Full-time discounts only apply to before and after school sessions.

Payment is required on the previous Thursday (of a normal school week) for the following week, along with the schedule of times needed for each child. A late fee of \$5.00 per child, per week will be charged if payment and schedules are not submitted on time.

Scheduling

Scheduling is done through Myprocare.com. Once the enrollment paperwork is submitted, each family will be given an account with ProCare. All scheduling is to be done by the parent/guardian by the end of the Thursday prior to the week of care. ProCare will not allow any changes to the schedule after that time. If you know your schedule weeks/months in advance, ProCare allows you to enter as far in advance as you know (for the current year). If a last minute change is to be made to a child's schedule, please email the change to surrcare@stpaulsonalaska.org. Payments can also be made within this account or by check (deposited in the mailbox outside the Surround Care door). If you need assistance with Myprocare.com, please contact Director Leslie Pfennig, at surrcare@stpaulsonalaska.org.

Food

Due to allergies we do not allow anything that may contain nuts in our room. **We are a nut free room.**

Breakfast and lunch must be provided by the families. Only juice, milk, or water, along with a prescheduled snack will be provided for the afternoon session time. No soda pop, candy or gum is allowed. If the child does not like some of the snacks that are provided, we ask that you pack another (**nut free**) snack option for them.

Expectations

1. Staff members are to be obeyed and respected.
2. Other children are to be respected.
3. Calm and safe movements are practiced indoors at all times.
4. On-task behavior is expected during game and play times.
5. Appropriate use of language and voice levels is expected at all times.
6. No personal electronic games, toys, or other items should be brought into Surround Care. Surround Care staff are not responsible for these personal items.

The Surround Care program reserves the right to discontinue services to any child for the following reasons:

1. Non-payment or repeated late payment.
2. Not observing the policies and procedures in this handbook.
3. Special needs which the program cannot meet.
4. Physical or verbal abuse of staff or children by parent or child.
5. Continued unacceptable, disruptive, incorrigible behavior by the child.

Enrollment

An emergency contact must be designated on your registration form and kept up to date. **A weekly schedule must be submitted by the end of each Thursday (of a normal school week) for the following week along with the payment. If a schedule and notice of needed care is not provided, Surround Care reserves the right to deny care (due to not enough care staff). In this event, parents and emergency contacts will be called to come get the child/children.** An enrollment form must be completed and sent in prior to care. This form is where you indicate if there are any food allergies that child has or medical needs that staffing may need to know.

Drop-in Policy

In case of emergency drop-in care, please call to see if there is availability. No child will be admitted without prior authorization. If the child is not scheduled and is sent down to Surround Care, there will be a drop-in fee of \$5.00/child. If care is needed last minute you may contact Surround Care via email at surrcare@stpaulsonalaska.org to see if there is room available.

Drop Off/Pick Up

Any person other than the child's parents who arrives to pick up a child must be pre-authorized by the parents. In the case of emergency, notify the staff of a pick-up by an unauthorized person. No unauthorized person will be allowed to pick up children without prior notification.

Advise the pick-up person to bring proper identification and realize that the staff is instructed to be sure about authorization. At departure time, a parent or an authorized person must sign the child out and make sure the staff person is aware of the child's leaving. We encourage parents to pick up their children promptly at the end of the day. We understand that circumstances beyond your control may arise. However, please keep in mind the 6:00 pm closing time. Please call as soon as you know you will be delayed. Late pick-up fees will be assessed as follows: \$5.00 for the first 10 minutes and \$1.00 for every minute thereafter.

The Environment

We aim to provide a rich, Christ-centered environment that will help your child grow spiritually, socially, physically, and academically. Doing homework is encouraged, but the environment is more relaxed than school. We will encourage students to complete their homework first and then start other activities. We encourage open communication between staff and parents. Please feel free to discuss any questions or concerns you may have with our Surround Care Director Leslie Pfennig, (surrcare@stpaulsonalaska.org) or one of the Surround Care Board members-

Nathan Van Loon
Ronda Hackbarth
Heide Mueller

**Please note when sending non-urgent e-mails, responses are usually within 48 hours. Emails are not checked after hours, on weekends, vacation days or holidays. E-mails that need further review/research, such as a financial reporting request or requests regarding time stamps, may take more than 48 hours. If there are urgent or emergent needs, please call the office during school hours.*

Location

The Surround Care Room (B106) is located in the lower level of the school.

Hours of Operation

We are open on school days only (no holidays, no snow days) from 6:00 am to the beginning of the school day (7:30 am), after 11:00 am to accommodate 3K preschool, and after school (3:00 pm) until 6:00 pm for all other students in attendance that day. The actual hours of operation may change, depending on the schedules submitted the previous Thursday.

We will offer care on early dismissal days from 1:00 pm to 6:00 pm.

Discipline Policy

- The staff will deal with each child in accordance with the teachings of Christ.
- Our attention will be focused on the problem and not the child.
- No one will be allowed to strike a child or humiliate a child.
- Derogatory remarks will not be made about a child or family members.
- No one will use the denial of food or necessary activities as a punishment or to manipulate a child.
- No child or group of children shall be allowed to discipline another child.
- We will try to anticipate problems and redirect children's activities.
- We will narrow choices if necessary.
- Positive words will be used to encourage positive behavior.
- We will encourage children to use words to express themselves.
- If a child is exhibiting inappropriate behavior, we will tell the child that they need to stop, explain why the behavior is unacceptable, and offer reasonable alternatives.
- Logical and natural consequences as well as a time-out (a temporary loss of privileges) may be used as a reasonable alternative.
- Physical misconduct will result in removal of the child from the room & parents will be contacted.
- **Surround Care reserves the right to deny the continued care of a child for physical misconduct.**

Further Information

For more information regarding St. Paul's Lutheran School Surround Care, please contact director, Leslie Pfennig at 608-783-2552 ext. 230 or surrcare@stpaulsonalaska.org



Please sign below and return this page to the Surround Care Director.

PARENT ACKNOWLEDGEMENT AND CONSENT FORM

I have received and read this handbook. I understand that this book describes important information about St. Paul's Lutheran School Surround Care and agree that I will abide by the terms spelled out within.

Parent Signature

Date

Parent Name (printed)

