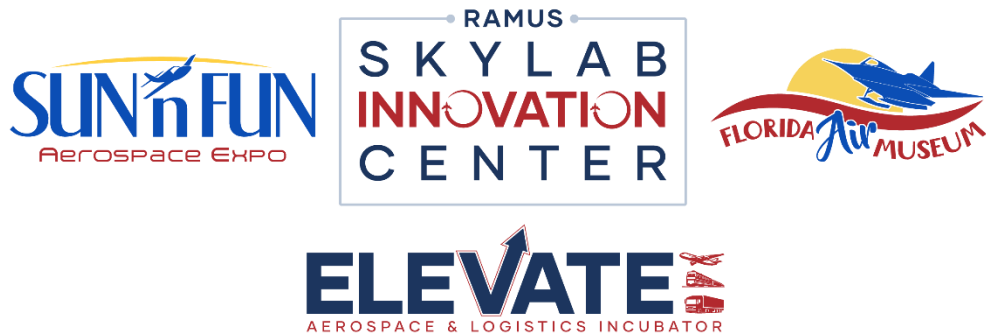


PARENT HANDBOOK



AFTER SCHOOL PROGRAM

AEROSPACE CENTER FOR EXCELLENCE

ACEEDU.ORG

V1.2

ACE AFTER SCHOOL PROGRAM

PARENT HANDBOOK

OUR MISSION

To engage, educate and accelerate the next generation of aerospace professionals. That starts with your student! We aim to engage your student through fun, hands-on activities, educate your student academically and through a custom-tailored leadership development program, and then accelerate your student to new heights as we prepare them for success in school and in their future professional pursuits.

OBJECTIVES

- To provide a safe and fun learning experience for students that includes homework time, leadership and citizenship development, enrichment, and physical activity.
- To help students develop leadership skills and citizenship through activities that focus on honesty, respect, responsibility, and accountability.
- To support academic performance by providing homework assistance.

PARENT COMMUNICATION

Communication is vital to keeping the program innovative, safe, and fun. If you have any questions or concerns, please feel free to contact our education team. The best way to communicate with us is by email at engage@flysnf.org. We are happy to schedule a meeting outside of regular program hours.

ROLES AND RESPONSIBILITIES OF THE PARENT

Parents and guardians are responsible for the following:

- Timely payment of all program fees.
- Pick-up no later than 4:30 pm each day.
- Maintain a professional and cordial relationship with ACE program staff and volunteers.
- Provide timely updates regarding your student's physical health and ability to participate in program activities.

A student may be dismissed from the program if a parent does not meet the above responsibilities on a consistent basis.

GETTING STARTED

You may enroll your child in the ACE After School Program via our online registration form. After you complete the registration form, our staff will reach out to confirm whether a position in the program is currently available. If not, you can opt to join the waitlist for the next open position.

Once your child is accepted into the program, you will need to create an UltraCamp Account and complete your registration. You have the option to pay in full or monthly. If you choose to pay in full at the time of registration you will receive a 10% discount. Monthly payments are processed on the first of the month. If your child starts the program after the first of the month, your first payment will be based on the prorated school days remaining in the month.

Enrollment is open to any student currently attending the Central Florida Aerospace Academy – Lakeland Campus.

HOURS OF OPERATION

ACE's After School Program is open Monday through Friday beginning at 2:00 pm and ending at 4:30 pm.

The program does NOT meet on any school holiday or on early dismissal days. The program does not meet during the SUN 'n FUN Aerospace Expo and availability for program attendance is subject to change immediately before and after the Expo as well. If school is closed, the After School Program will NOT meet.

LATE PICK UP

We understand life does not always go as planned. If you realize that you will be late picking up your child, we ask that you notify ACE as soon as possible. If you are late picking up your child, a late fee will be assessed. The late pickup fee is \$1 per minute, per child after 4:30 pm. To avoid having to pay a late fee, we strongly urge you to authorize multiple individuals to pick your child up from care. Please remind any authorized signer that a valid photo ID is required to sign your child out of the program. Excessive tardiness may result in the dismissal of your child from the program. Late pick-up fees accumulate through the month and must be paid in full before your child is allowed to return in the following month.

PAYMENT OPTIONS

Admission in this program requires a non-refundable \$100 application fee. If accepted, the ongoing cost of attendance is \$100 per student, per month.

- **Pay Per Month:** Full price, \$100 per month. Must pre-pay when joining the program.
- **Pay by School Year (10 months):** 10% discount, \$800 per School Year. Must pre-pay when joining the program.

It is the parent's responsibility to provide ACE with current, up to date credit card information throughout the term of the program with UltraCamp. Should any program draft not be honored by the parent's financial institution, for any reason, the parent is still responsible for the payment, plus any applicable service charge assessed by ACE. Payments received late may jeopardize your child's enrollment in the program and will be subject to additional fees. Fees must be paid monthly regardless of attendance. Families may not register for or receive benefits from any other ACE programs until any After School outstanding balances are paid.

Scholarships are available based on financial need. Parents interested in scholarship opportunities can reach out to scholarships@flysnf.org for more information or complete the [Youth Programs Scholarship Application](#).

REFUNDS

Non-attendance does not entitle a participant to a refund. No refunds or adjustments will be granted for partial weeks missed due to limited school schedules, illness, vacation, or when ACE programs are canceled due to inclement weather. Program fees paid in advance are also not eligible for refunds. All refunds or program credits given for other reasons are issued on a case-by-case basis. The Aerospace Center for Excellence reserves the right to apply any credit due to other outstanding balances. Authorized refunds are issued within 30 days of approval by program staff.

PICK-UP PROCEDURES

All students must be signed out by an authorized parent or guardian at the time the student is picked up. All students must be signed out from the Buehler Restoration and Skills Center.

Only authorized individuals listed on the student's registration form will be allowed to sign out the student. Proper identification must accompany the individual at pick-up. It is imperative that your registration form includes all appropriate individuals who may pick up your student in the event of unforeseen circumstances. Any changes to the pick-up list must be made and confirmed in writing. Only the person signing the registration form can make changes.

Smoking is prohibited on campus.

WITHDRAWALS

If at any time you wish to withdraw your child from the program, a two-week written notice must be given to the program supervisor so that we may adjust your account.

ILLNESS OR EMERGENCY

To ensure the health and well-being of all children in our program, if a child has a contagious illness, infection or fever of 100 degrees or higher, vomiting, or diarrhea, parents must make arrangements for their child to be picked up from the program immediately. It is necessary for the child to be symptom-free for 24 hours, without the use of fever reducers, before being allowed to return to the program. If a child has been sent home from school with a communicable disease, the child will not be re-admitted to the site until he or she has been re-admitted to the school or provides a written doctor's release.

If your child becomes seriously ill or sustains any injury in our care, all efforts will be made to contact a parent, guardian, or emergency contact immediately. In any severe emergency, 911 will be called. Please keep your contact information up to date in case of emergency.

DRESS CODE

After School Programs follow the School Board dress code guidelines. Appropriate clothing and closed-toe shoes are required for all program activities.

PERSONAL BELONGINGS

Please do not allow your child to bring toys, electronic devices or any other valuable items to the program site. Personal belongings from the school day can be stored in a secure location while onsite. If a student brings personal items, ACE is not responsible for lost or stolen items. Please label all personal belongings with a permanent marker for identification purposes. If an item is missing, you can check the lost and found at the front desk. Cell phones are permitted but must be stored in the student's backpack and must not be a disruption to the program. ACE will not be held responsible for lost or damaged phones.

AFTER-SCHOOL ENRICHMENT CURRICULUM

COMPONENT	OUTCOME	EXAMPLE
Academic	Complete homework and demonstrate a commitment to learning.	The program offers time for homework and enrichment centers to offer additional support.
Recreational	Demonstrate physical fitness and knowledge about healthy lifestyles.	The program offers physical activity, cooperative games, and sports.
Leadership and Citizenship	Demonstrate honesty, respect, and responsibility as well as citizenship skills that help promote leadership.	Staff and activities teach, celebrate, model, reinforce, and practice leadership and citizenship skills daily. Staff confronts behaviors that are inconsistent with the values.
STEM	Demonstrate a commitment to learning and problem-solving skills.	The program offers project-based activities daily.

ACADEMIC SUPPORT

Homework time is offered every day. While we make every effort to give your student appropriate time and support to complete his/her homework, please realize it is not the responsibility of the staff to be sure it is correct and complete. We encourage parents to follow up on their child's homework.

ACADEMIC REQUIREMENTS

Each student in the program is required to maintain at least a C-average and no failing grades in school in order to remain enrolled in the program. Students must submit a copy of their report card each nine-week grading period for grade confirmation. Students who do not meet the academic requirements of the program will be suspended from the program and may not return until grade recovery has been completed or until a passing grade on the next report card is issued.

POSITIVE REDIRECTION & DISCIPLINE

ACE staff wish to work with your student(s) and for you to have the best experience possible. It is important that staff maintain good order and discipline in all programs. Top objectives in all ACE programs are safety and a positive atmosphere for learning and developing good citizenship skills. The Aerospace Center for Excellence makes every effort to help students understand clear definitions of acceptable and unacceptable behavior.

The Aerospace Center for Excellence does not condone and will not permit:

- Corporal punishment
- Ridiculing, threatening, using an inappropriately loud voice
- Leaving children unsupervised
- Use of profanity

A student's behavior is expected to be consistent with the following:

- Use appropriate language at all times
- Cooperate with staff and follow directions
- Respect other students and staff, equipment and facilities, and oneself
- Maintain a positive attitude
- Aggressive behavior, hitting, horseplay, bullying, and physical/verbal aggression are not allowed
- Stay in assigned program areas at all times
- **Any school related disciplinary action will be applicable to the afterschool program**

DISCIPLINE POLICY

1. If a participant is unable to comply with the behavior expectations, the student will be given an initial warning and his or her parents/guardians will be notified.
2. If a participant's behavior continues to be disruptive, he or she will receive a written reprimand, and parents will be notified and consulted concerning the participant's behavior.
3. The Aerospace Center for Excellence reserves the right to suspend or expel a child from the program if his or her behavior places other participants or staff in immediate harm and/or if his or her behavior places himself or herself in immediate harm.
4. Expulsion from the program is for one calendar year and may affect enrollment in other ACE programs. There will be no refund of program fees.

The Aerospace Center for Excellence reserves the right to suspend or expel any child from the program who poses serious or continual behavior problems with no fee reimbursement. Infractions deemed "serious" may result in immediate suspension and/or expulsion regardless of previous disciplinary action.

Behaviors which may result in immediate dismissal include but are not limited to:

1. Any action that could threaten or pose a direct threat to the physical/emotional safety of the student, other students, or staff
2. Fighting, hitting, or any form of physical or verbal bullying
3. Possession of a weapon of any kind
4. Vandalism or destruction of company property or property of others
5. Sexual misconduct
6. Possession of or use of alcohol or controlled substances
7. Running away

Special Circumstances

Parents or guardians are required to inform ACE in writing, prior to a student's acceptance in the ACE after school program, of any special circumstances which may affect the student's ability to participate fully and within the guidelines of acceptable behavior, including but not limited to any serious behavioral problems or special circumstances regarding psychological, medical, or physical conditions.

Upon being informed of such circumstances, the Site Director may require a conference with the parent(s)/guardian to discuss issues created by these circumstances.

INVESTIGATING AN ISSUE OR CONCERN

You may occasionally have an issue or concern you wish to bring to our attention. We welcome your thoughts and comments. In the event you have reported an issue at the site, please be assured that we will complete a thorough investigation, which includes speaking to any pertinent staff and, if necessary, the student(s) involved. So that you can be aware of our process, listed below are the procedures we follow when dealing with parental concerns:

- Speak to the parent/guardian to get all the information regarding the concern. We are unable to speak with anyone other than the parent/guardian (this includes grandparents, aunts and uncles, etc.).
- If necessary, we will bring our Human Resources Representative to work with us. Once we have gathered all the pertinent information, we will follow ACE's Policies and Procedures. Depending on the circumstances, disciplinary action may be required. Due to confidentiality, we are unable to discuss any details – regardless of if it involves another After School participant or a staff member.
- There is no time limit with an investigation. We will take as much time as necessary to thoroughly investigate all issues.

REPORTING SUSPECTED CHILD ABUSE

To ensure the wellbeing of all students in our care, our staff has a continuing duty under state law to report incidents of possible neglect or abuse, including physical, sexual, and psychological abuse, to the Department of Children and Families and to cooperate in any investigation of such possible neglect or abuse. All staff members are mandatory reporters and must follow the Florida statute for mandatory reporting. We may be subjected to criminal penalties if we fail to report such possible harm. Staff are not allowed to comment to parents, other staff or any other persons about reported child abuse. Parents may not accuse or question staff concerning child abuse allegations. Child abuse investigations are a matter for DCF or local police departments.

CONCLUSION

Thank you for taking the time to review the information presented in this handbook regarding our ACE After School program. We sincerely hope that you and your child have an incredible After School experience with us.