



# Parent Handbook

## St. Paul's Lutheran School Surround Care Parent Handbook



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### 2024-2025

## 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 nonprofit 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.

## Food

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

## 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 day on 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 up to 11 weeks in advance (from the current day). You are allowed to make changes within the weekly schedules up until the end of the Thursday prior to that scheduled week.

If a last minute change is to be made to a child's schedule, please email the change to [surrcare@stpaulsonalaska.org](mailto:surrcare@stpaulsonalaska.org) or message the **Surround Care Director** on Parent Square. *If the changes are day of please refrain from emailing the teacher. Email or message the Surround Care Director and the school office. The teachers will be notified by one of them.* If you need assistance with Myprocare.com, please contact the Surround Care Director, ASAP, at [surrcare@stpaulsonalaska.org](mailto:surrcare@stpaulsonalaska.org).

## Payments

Payments are due by the end of the Friday prior to care. Payments can be made within the ProCare account or by check (deposited in the mailbox outside the Surround Care door). You can also set up automatic payment through the Director that will be taken out every week.

Late payment will result in a late fee of \$10 per week for every week it is unpaid and may result in Surround Care privileges being revoked until balance is paid in full. In the result of frequent late payments, automatic payment will need to be set up to reestablish Surround Care privileges.

## Rates

Surround Care rates for after-school are \$6.50 per hour for each child. Surround Care charges per the schedule that is submitted not based on attendance.

The morning session (*If staffing allows*) (7am-7:30am), has a flat rate of \$3.25 per child.

The 3K session (11am-3pm), has a flat rate of \$17.95 per child.

*\*Flat rates, as stated above, are regardless of how long the student stays within the duration of that session.*

## 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 to Surround Care, there will be a drop-in fee of \$5.00/child (day of).

If care is needed last minute (after the schedule deadline) you may contact the Surround Care Director at [surrcare@stpaulsonalaska.org](mailto:surrcare@stpaulsonalaska.org) or on Parent Square to see if there is room available. If room is available there will be a drop-in schedule fee of \$5.00.

## Hours of Operation

We are open on school days only (no holidays, no snow days) from 7:00 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 students in attendance that day. In the case of a late start, there will be no morning or 3K session. 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. In the event of a snow day, you will be credited back for that day. There is no Surround Care on the last day of school.

## **Morning Surround Care**

Drop off times for this session are any time between 7:00am-7:30am.

If you have scheduled your child and your needs have changed and you are no longer in need of care, we ask that you notify us of the absence at least one hour prior to the scheduled time of drop off. If notice is later than one hour prior, there will be a \$5.00 fee per child. If you schedule and do not show up, without giving notice, you will be charged for the time that you had scheduled as well as there will be a \$5.00 fee per child.

## **3K Surround Care**

Hours for this session are 11:00am-3:00pm and is offered to students enrolled in our 3K preschool program.

This session is a flat rate of \$17.95 per child (or \$2,895) for every school day.

Hot lunch is offered to students that are scheduled for this session, at a separate charge. This session begins after the morning Preschool ends. If your child is not picked up at the end of the morning session, and they are not schedule for Surround Care, you will be charged the session rate of \$17.95 and a \$5.00 drop-in fee.

*\*Flat rates, as stated above, are regardless of how long the student stays within the duration of that session.*

## **After School Surround Care**

Children scheduled for Surround Care after school, will be taken to Surround Care once they are dismissed from their classrooms.

From 3 - 3:30pm they will have free play.

At 3:30pm a pre-planned snack will be served.

After snack we try to get outside if weather and safety allow.

(Due to construction outside time may not always be possible.)

If you have scheduled your child and your needs have changed and you are no longer in need of care, we ask that you notify us of the absence.

## 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 for the following week and payment submitted by the end of Friday. 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 the event the child is not picked up after school and was not schedule, parents and emergency contacts will be called to come get the child/children and you will be charged for the time in Surround Care until they are picked up.** 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 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 make sure the staff person is aware of the child's leaving so they can sign the child out. 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.

# Expectations

1. Staff members are to be obeyed and respected.
2. 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, candy/soda, or other items personal items should be brought into Surround Care.** These items are to stay in the hallway. Only homework related items are allowed in the room. Surround Care staff are not responsible for these personal items.

7. Cell phones and smartwatches are not permitted in Surround Care. Surround Care will adhere to a similar cell phone/smartwatch policy as stated in the School Handbook. If your child is caught using these items without permission Surround Care staff will confiscate them until a parent comes to pick up the child.

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.

# 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, @ surrcare@stpaulsonalaska.org or Parent Square or one of the other Surround Care Board members-

Adam Krajewski  
Ronda Hackbarth  
Michelle Wachal  
Michelle Sturm

## 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. As well as mistreatment of Surround Care staff by child or any family member of the child.**



*\*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.*

## **Further Information**

For more information regarding St. Paul's Lutheran School Surround Care, please contact the Surround Care Director, Leslie Pfennig - 608-783-2552 ext. 230

surrcares@stpaulsonalaska.org

message on Parent Square @ Surround Care Director

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*Please sign below and return this portion 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**