



# **Extended Day Program Parent Handbook**

**512-594-0148**  
**Fax: 512-594-0141**  
**1401-D W. Pecan**  
**Pflugerville, Texas 78660**

**[www.pfisd.net](http://www.pfisd.net)**  
**[extendedday@pfisd.net](mailto:extendedday@pfisd.net)**

**Updated 4-1-2016**

# **Pflugerville ISD**

## **Extended Day Program**

### **Contact Phone Numbers**

**Barron Elementary**  
512-594-4330

**Brookhollow Elementary**  
512-594-5230

**Caldwell Elementary**  
512-594-6430

**Copperfield Elementary**  
512-594-5830

**Dearing Elementary**  
512-594-4530

**Delco Primary & Dessau Elementary**  
512-594-6230

**Highland Park Elementary**  
512-594-6830

**Murchison Elementary**  
512-594-6030

**Northwest Elementary**  
512-594-4430

**Parmer Lane Elementary**  
512-594-4030

**Pflugerville Elementary**  
512-594-3830

**Riojas Elementary**  
512-594-4130

**River Oaks Elementary**  
512-594-5030

**Rowe Lane Elementary**  
512-594-6630

**Springhill Elementary**  
512-594-5430

**Timmerman Elementary**  
512-594-4230

**Wieland Elementary**  
512-594-3930

**Windermere Elementary**  
512-594-4830

**Windermere Primary**  
512-594-5630

**General Information and Payments**  
512-594-0148

**Billing and Payment Questions**  
512-594-0145

**Fax:**  
512-594-0141

# Table of Contents

Introduction	
Mission .....	1
Enrichments.....	1
Enrollment Eligibility.....	1
School Year Services	
Registration Forms .....	1
Operating Hours .....	2
Holidays.....	2
Registration Fee .....	2
Tuition.....	2
Late Fees.....	3
Acceptable Forms of Payment.....	3
Scholarship and Fee Assistance Programs .....	3
Returned Check and Tuition Express Declined Draft Policies .....	4
Voluntary Withdrawal or Transfer .....	4
Reimbursements .....	4
Attendance .....	4
Sign in/Sign Out Procedures .....	4
Late Pick Up .....	5
Homework .....	5
Snack/Meals .....	5
Personal Belongings.....	5
Animals.....	6
Summer & Holiday Services	
Field Trips.....	5
Swimming and Water Play.....	6
Health & Safety	
Illness Exclusion .....	7
Emergency (illness & injury) .....	7
Medication .....	7
Immunizations .....	8
Behavior & Discipline	
Behavior .....	8
Discipline & Guidance Policy .....	8
Emergency	
Emergency Closing of Schools.....	9
Emergency Preparedness .....	9
Communication, Contact Information, & Parent Participation	
Parent Participation & Visitation .....	10
Parent Communication About Policy Changes & Enrollment Procedures .....	10
The Department of Family & Protective Services .....	10
Parent Concerns, Complaints.....	11
Reporting Child Abuse.....	11
Notice of Non-Discrimination .....	11
Comments .....	11

## **Mission of the Extended Day Program**

The Mission of the Pflugerville Extended Day Program is to provide a safe, secure, and happy environment for the children of working families. This campus-based program will allow for seamless transition from the classroom to after school care, achieving a successful school and play relationship to build respect for self and others. The intent of the Extended Day Program is to provide quality care that not only provides a safe environment, but also provides an atmosphere in which the school experience of the individual student is enhanced.

The goals of the Extended Day Program are:

- Focus on educational, social, and physical needs of all students
- Provide working families with a safe, secure environment for after school care
- Attract and maintain quality staff dedicated to the well being of all children
- Expand community outreach and partner involvement
- Leverage technology to meet student, parent, and administrative needs.

This handbook will familiarize you with the Extended Day Program (EDP) policies and procedures as they relate to the fee based out of school time services. The guidelines in the District's Student-Parent Handbook also apply to the Extended Day Program. Your signature on the Parent Acknowledgment form is your acknowledgement that you have reviewed this handbook and understand its contents.

Keep your Extended Day site's direct number in your possession at all times. Each Site Director maintains a PfISD email address. You may communicate with your site director through email; however, please remember emails left after 12:00 p.m. may not be read until the next day as our employees will be engaged with children away from the computer.

## **Enrichments**

Children participate in activities which benefit them emotionally, socially, physically, and academically. The activities may vary from campus to campus. Activities may include:

- Homework Time
- Science/Cooking
- Music/Dance
- Languages
- Community Services
- Recreational Sports/Games
- Arts/Crafts
- Field Trips
- Technology
- Health
- Dramatic Play

## **Enrollment Eligibility**

Children may enroll in the campus' Extended Day Program if they are currently enrolled in grades K-5 at that school. Pre-K students at that school who get out of class at the regular end of the school day may also enroll.

## **Registration/Emergency Forms**

Upon registration, parents must provide information essential to your child's continued safety, including two local alternate contacts, persons authorized to sign your child in and out of our program,

and any relevant medical information. This information must be updated so that it is current at all times. In the event of an emergency affecting you or your child, enrollment information must be current. Should information change, the Site Director should be notified immediately.

Parents must disclose any special needs on the child's registration form. Failure to disclose special needs at the time of registration may result in dismissal from the program.

### **Operating Hours**

The after school Extended Day Program is open from school dismissal until 6:30 p.m. Pre-Kindergarten Tuition-Based services have alternate hours that are detailed in the EDP Pre-K Parent Agreement signed by parents who enroll in these services available at limited sites. All hours of operation can also be found online at the EDP webpage located at [www.pfisd.net](http://www.pfisd.net).

The Extended Day Program provides care on PfISD school days as well as serving students on staff development and teacher work days beginning with the first day of school each year. (An EDP service calendar is available online at the EDP webpage or in the EDP office.) On staff development and teacher work days, the Extended Day Program will operate from satellite sites (nearby schools). Therefore, we will ask you to sign up for care in advance of the staff development and teacher work days so we will know how many children will be attending and can communicate clearly with you about our plans.

For an additional fee the Extended Day Program will operate a fall camp, winter camp, a spring break camp and a summer camp. Locations of these camps are determined at least one month prior to the holiday. (Dates are found on the EDP service calendar.)

### **Holidays**

Extended Day will be closed on some district holidays and will provide all-day service on certain other student holidays and early dismissal days. A schedule will be posted at your Extended Day site. (A calendar is also available on the EDP webpage and in the EDP office).

### **Registration Fee**

There is a \$75 non-refundable registration fee for each child enrolling in the Extended Day Program. (Maximum of \$110 per family.)

### **Tuition**

Tuition rates for camps and Tuition-based Pre-Kindergarten services are separate from the after school child care rates. The Parent Acknowledgment form details rates for EDP services for each service year beginning each June for the following 12 months. The EDP Pre-K Parent Agreement details rates for Tuition-based Pre-K services.

Tuition rates for after school child care are set by the Pflugerville ISD Finance Department annually each spring as a monthly tuition rate in 9 equal monthly payments plus a discounted rate for August tuition. The monthly tuition rate is set as equal payments, other than the August reduced rate, regardless of any holidays that may occur in some months.

The after school EDP yearly tuition is \$2,595. Payment schedule is as follows:  
\$75 August

\$280 September – May

June program days through the last day of school are included in the May tuition payment.

Note that a \$10 family discount is available for each additional child registered after the first child.

Tuition is due on the 1st business day of each month during the school year regardless of whether the school is open or closed or whether your child attends or is absent. (If the 1st falls on the weekend, the first business day will be counted.) Extended Day Program participants must pay tuition within the first 5 business days of the month.

### **Late Fees**

A \$25.00 late fee per child will be assessed after the 5th business day of the month. If payment is not received by the 10th business day, termination of child care will result. Alternative arrangements for tuition (tuition payment schedule) must be made through the Extended Day Program Office by calling 512-594-0145 BEFORE the 5th business day. Failure to pay tuition, including late fees, may lead to dismissal from the program. If dismissed due to nonpayment, the parent/guardian is responsible for providing alternate afterschool care for the child beginning on the date of dismissal.

### **Acceptable Forms of Payment**

The Extended Day Program accepts cash, money orders, cashier's checks, local pre-printed personal checks and electronic payments through Tuition Express. Checks should be made payable to Pflugerville ISD Extended Day Program. In the memo section of the check, write the child's full name, and the name of the child's school. We are unable to accept business checks, temporary checks, or out-of-town checks. Credit card payments are the only payments accepted at the campus site.

When you provide a check as payment, you authorize Pflugerville ISD Extended Day Program either to use information from your check to make a one-time electronic funds transfer from your account, or to process the payment as a check transaction. When we use information from your check to make an electronic funds transfer, funds may be withdrawn from your account as soon as the same day your payment is received, and you will not receive your cancelled check back from your financial institution.

### **Scholarship and Fee Assistance Programs**

The Extended Day Program contracts with a variety of agencies that offer childcare subsidies including, but not limited to, Workforce Solutions. We do accept agency subsidies throughout the entire calendar year of services. In addition to completing all EDP required enrollment processes, customers are responsible for contacting the agency directly, completing agency enrollment requirements, and verifying eligibility based on the agency's guidelines. Payment of fees is the responsibility of the customer unless the agency contract agreement reassigns that responsibility in part, or in full, to the agency.

There are a limited number of partial scholarships available through the Extended Day Program Office for use toward afterschool program fees during the regular school year only (does not include camp fees). The EDP Financial Assistance applications are available by contacting the EDP office or can be picked up in person. The completed applications must be returned to the office with all required accompanying documentation. The applications are accepted throughout the year beginning in June of each year for the following school year.

### **Returned Check and Tuition Express Declined Draft Policies**

Pflugerville I.S.D. has contracted with an outside agency for the collection of all returned checks. Under this contract, the District's depository bank sends all returned checks directly to the outside agency that handles all aspects of collecting returned checks, and assesses a \$32.48 fee per returned check. (\$30 + \$2.48 tax. *Subject to change as set by the outside agency.*) If a second check is returned, all subsequent payments to the Extended Day Program must be made by cash, money order, or credit card.

Declined electronic auto drafts may also be assessed a fee by the outside collection agency. It is the responsibility of the account holder to inform the EDP office of any changes to auto draft accounts in order to ensure the draft will go through as scheduled. If a second draft is declined, all subsequent payments to the Extended Day Program must be made by cash, money order or credit card. Declined electronic auto draft charges will be subject to late fees if payment is not received by the due date.

### **Voluntary Withdrawal or Transfer**

To voluntarily withdraw your child from the Extended Day Program you must submit written notice at least two weeks in advance of the last day of service. Voluntarily withdrawing from the program regardless of reason will result in relinquishing your child's space in the program. If you choose to enter the program again in the future, your child's name will be placed on a waiting list if one exists for your campus. Waiting lists will be kept at the Extended Day Program office.

You may transfer from one Extended Day Program to another within the district, if space is available, at no additional charge and with no interruption in service after giving written notification to your current Site Director or the Extended Day Program district office. Please note: Your account balance must reflect a zero balance at the time of transferring enrollment.

### **Reimbursements**

Reimbursements for tuition will occur only when requested and approved, and the request must occur within the first 5 business days of a month. Some fees are nonrefundable and nontransferable including registration fees, camp deposits, and tuition for days a student does not attend due to disciplinary suspension from EDP for failure to follow EDP behavioral expectations.

### **Attendance**

If your child will not be attending Extended Day due to illness or other circumstances, please notify your Site Director by email, telephone or with a note sent through the school's front office. If you send a note, please address it to your Site Director to ensure its delivery. On days your child is absent from school due to illness or suspension, attendance in the Extended Day Program is not permitted.

### **Sign In, Sign Out Procedures**

Each child is responsible for bringing all of his/her belongings from the classroom into the Extended Day Program meeting area and checking in directly after school each day. Attendance is taken promptly. Parents are required to enter the facility and sign their children out each day utilizing the computerized system. Photo identification or Driver's License is required every day to check a child out. Extended Day will only release a child to a person designated by the parent/guardian after verification of identification. The Extended Day Program will not release a child to anyone who cannot or will not present valid photo identification.

If an Extended Day Program student attends an on-campus after-school activity, including tutoring, mentoring, or other school-sponsored activities, parents must give the Extended Day Program written permission in advance of the event in addition to any school required permission slip. Multiple dates may be authorized in a single letter, but the letter must include dates, times, responsible parties, and the location of the event. The Extended Day Program will not release children to activities for which we do not have advanced permission from a parent, guardian or principal authorization.

### **Late Pick Up**

The Extended Day Program ends at 6:30 p.m. each day. After 6:30 p.m., a late charge of \$1 per minute, per child will be assessed. Late pick-up fees are due within five business days of the incident. If fees remain unpaid after five business days, your child will not be allowed to attend the Extended Day Program until your account is paid in full. Upon the fourth incident, your child may be dismissed from the program. Dismissal may occur prior to the fourth occurrence under the circumstances described below.

Lateness in excess of 20 minutes may result in dismissal after the second occurrence. If it is after 7 p.m. and the Extended Day Program is unable to reach a parent or alternate contact, or if the child's emergency/registration form does not include an alternate person who is available to retrieve the child, the District Police Department will be contacted.

### **Homework**

Homework is important and quiet time will be provided for the students. We will provide direction and assistance for homework, but we cannot provide one-on-one tutoring. Each child is responsible for remembering and completing his or her own homework. The Extended Day Program will not be responsible for checking a child's homework load or confirming whether or not they have an assignment on a given day. Homework or reading will not be used as a discipline tool.

### **Snack/Meals**

The Extended Day Program will provide a snack that meets the nutritional guidelines found in state licensing standards in the afternoon after the school day ends. The Extended Day Program will not provide lunch on full service days. Parents are responsible for providing lunch for their child(ren) on these days. Please do not send food that needs to be heated or refrigerated. A snack will also be provided on full service days twice, once in the morning, and once in the afternoon.

### **Personal Belongings**

The Extended Day Program will not be responsible for lost or stolen items. Please do not send toys, games, or other personal belongings with the students. Individual sites may have special events that allow for items brought from home; however, the program will not be responsible for lost or stolen items. Be sure to label all jackets, backpacks, and other items with your child's name.

### **Field Trips**

Generally, field trips are reserved for camps held during the school year — as well as Summer Camp. In the case a field trip is planned, there will be at least a 48 hour notice posted at the site before the event.

Permission forms must be signed in order for your child to attend a field trip. Your child will not be allowed to attend without proper signatures. If your child will not be attending a field trip, you will need

to make other arrangements for his/ her care on that day. No staff will remain at the Extended Day Site on field trip days. Buses leave promptly at scheduled departure times, so please be sure your child is at Extended Day 30 minutes prior to departure time.

All Site Directors are required to have training on bus and vehicle safety expectations prior to the trip. Students will only be transported on Durham Transportation buses. Personal vehicles are not permissible for student transportation. Site Directors and Group Leaders are required to ride on the bus with children to assist the driver in management or in the case of an accident.

Children attending the field trip must ride on the bus and may not ride in independent vehicles. The only exception is students riding with their own parent.

Field trips take us to a variety of new and different locations. Therefore, in the interest of safety and order, exemplary behavior is required and expected of every child in attendance. If a child engages in any disruptive and otherwise problematic behavior, the parent will be notified and the student will not be allowed to attend the next field trip.

The estimated arrival time back to the school site will be posted on the door to the Extended Day Program along with an emergency contact number of the responsible Extended Day Program staff member.

### **Swimming and Water Play**

During Summer Camp children will participate in field trips to the local public pool. Site Directors and Group Leaders are required to visibly monitor student play. A certified life guard is required, but the Extended Day Program staff is never to relinquish the care of Extended Day Program students. They must assess each child's swimming ability and monitor students at all times.

There may also be water play dates scheduled at the site. Care will be taken so that children are not exposed to slippery surfaces. On all water days parents should send sunscreen, a towel, proper swim attire, proper foot wear, and a set of dry clothes with the child. Please label all items with the child's name. All Extended Day Program staff members will be CPR and First Aid certified, and will have additional training in water safety during summer camp.

### **Animals**

The Extended Day Program will not keep pets of any kind, but occasionally animals might be brought into the site for a special event or demonstration (police canine dogs, vendors, FFA farm animals). In all cases, parents will be informed ahead of time. The Site Director must insure that the animal does not create an unsafe or unsanitary condition, and that children do not handle animals that show signs of illness. The pets must have been documented to have proper vaccinations as required by the Texas Health and Safety Code, Chapter 826.

Students and caregivers must practice good hygiene. Hand washing after handling or coming in contact with animals is required.

### **Health & Safety**

If a child has a known medical condition (asthma, diabetes, seizures, disorders, etc.) and/or takes any type of prescribed medication, parents must inform the Extended Day Program Office and the Site Director. There is a space provided on the registration form for this information. *Contact phone numbers must be current at all times.*

Due to different regulating agencies there are a few pieces of equipment on the school playground that meet district policy standards, but do not meet Texas Department of Family and Protective Services Standards. Playground equipment and grounds are inspected regularly for safety and meet State standards for public schools. Any questions concerning the safety of playground equipment can be addressed to the building administrator or the Extended Day Program Manager.

### **Illness Exclusion**

Parents are required to immediately pick their child up from the Extended Day Program if the following conditions are present:

- Head Lice
- Vomiting and/or Diarrhea
- Contagious Disease
- Serious Injuries Requiring Medical Treatment
- Oral fever of 100.0 degrees F or above

A child must be clear of fever (below 100.0 degrees F for 24 hours without fever reducing medication) before returning to SCHOOL and the Extended Day Program.

### **Emergency (illness and injury)**

In the event of a serious accident, illness, or injury, the Extended Day Program will attempt to contact the parent or guardian. An ambulance may be called to transport a student to the nearest hospital. You will be notified immediately. A certified Extended Day Program employee will administer emergency first aid to minor cuts, scratches, and bruises. An accident report will be completed and shared with the parent upon their arrival.

In the case of a catastrophic accident or incident, 911 will be called first; parents of the involved student will be called next. The Extended Day Program Director will be called after the parent.

The first priority is the child, and Extended Day personnel are expected to act in the best interest of the child always.

In accordance with the policy cited in the District Student/Parent Handbook, the Extended Day Program and the District are not responsible for transportation or medical costs associated with a student's illness or injury.

### **Medication**

Whenever possible, medication should be administered at home, or by the school nurse during regular school hours. All medications must be listed on the emergency form, whether or not it will be administered at the Extended Day Program. In the event of an emergency, this information is critical to determining treatment and preventing potentially harmful drug interactions.

Generally, medication will not be administered during the after school program, however when it is necessary to administer medications (as in the case of inhalers and EPI Pens) to a child at the Extended Day Program, the administration of that medication must meet the guidelines in the District's Student/Parent Handbook.

The following conditions must be met.

- All medicine, prescription or non-prescription, must be hand-delivered in its original container by

the parent (not the child) to the school nurse or the Extended Day Site Director.

- Each medication must be accompanied by an EDP provided permission to administer medication form that includes the student's full name, name of the medication, dosage, when medication is to be given, reason it is given, date, and signature of parent or guardian.
- Prescription medication must be labeled by the pharmacist. The label must include the student's name, physician's name, name of the medication, amount of medication to be given, frequency, and the date the prescription was filled.

A note from the physician must accompany medication taken for more than 15 days. There shall be no more than one medication per properly labeled container. The Site Director will clear other medical needs with the Program Director.

All medications will be stored in a locked area and therefore out of the reach of children.

### **Immunizations**

Students are required to have all immunizations up to date as required by the Texas Department of Health. Immunization records will be kept on file in the school nurse's office. During camp enrollment, students not enrolled Pflugerville Independent School District must provide an up to date immunization record.

### **Behavior**

Good behavior on the part of each child is essential to the success of the Extended Day Program and the happiness, safety and well-being of all Extended Day Program students. The Extended Day Program subscribes to the District's Code of Conduct. The Extended Day Program will follow the District's discipline policy with respect to defining and categorizing infractions. Further, the Extended Day Program will follow the campus' defined discipline policies to the extent that the recommended consequences are viable in the the Extended Day Program environment.

Students who are unable to follow District, School, and the Extended Day Program rules will be disciplined in accordance with the severity of the offense and the options available to the Extended Day Program, up to and including dismissal from the Program. Parents will be notified of any discipline issues with their children and will be advised of consequences that may result if the behavior recurs. If a short term suspension from the Extended Day Program is assigned due to a child's behavioral infractions in EDP, tuition for the suspension dates is still charged and is nonrefundable. If the Extended Day Program recommends dismissal as an appropriate course of disciplinary action, the school principal will be apprised.

The Extended Day Program will not enforce consequences imposed by parents or school staff for infractions committed during school time or at home. Nor will the school enforce consequences during the day for poor conduct during the Extended Day Program.

Students who have been dismissed from the Extended Day Program will not be allowed to return for one full calendar year. Children who have been dismissed twice will not be allowed to return. Parents seeking to re-enroll a child who has been dismissed are subject to standard space and waiting list requirements.

### **Discipline and Guidance Policy**

The Extended Day Personnel are expected to follow the campus Positive Behavior Support System

(PBS). Doing so provides consistency between school and after school and facilitates the child's success. Also, Extended Day Personnel are expected to follow the discipline guidelines below.

Discipline must be:

1. Individualized and consistent for the child
2. Appropriate to the child's level of understanding
3. Directed toward teaching the child acceptable behavior and self-control

A caregiver may only use positive methods of discipline and guidance that encourages self-esteem, self-control, and self-direction, which includes at least the following:

1. Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior
  2. Reminding a child of behavior expectations daily by using clear, positive statements
  3. Redirecting behavior using positive statements
  4. Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age
- There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:

1. Corporal punishment or threats of corporal punishment
2. Punishment associated with food, naps, or toilet training
3. Pinching, shaking, or biting a child
4. Hitting a child with a hand or instrument
5. Putting anything in or on a child's mouth
6. Humiliating, ridiculing, rejecting, or yelling at a child
7. Subjecting a child to harsh, abusive, or profane language
8. Placing a child in a locked or dark room, bathroom, or closet with the door closed
9. Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

*Texas Administrative Code, Title 40, Chapters 746 and 747, Subchapters L, Discipline and Guidance*

### **Emergency Closing of Schools**

Students and parents should listen to local radio and television station, or visit the District website for weather closing announcements before and during school. If the school is closed, so is the Extended Day Program.

### **Emergency Preparedness**

The Pflugerville ISD takes every reasonable precaution regarding the safety of its students, employees, visitors, and all others stakeholders. The PfISD Extended Day Program (EDP) coordinates its emergency plans and procedures with those of the entire District to ensure an efficient and effective response and recovery when incidents occur. It has adopted and implemented multi-hazard emergency operations plans, including one specific to the unique needs of the EDP. The plan addresses mitigation, preparedness, response, and recovery and embraces the National Incident Management System for command, control and coordination. In addition, the program submits to regular audits and tests, training and exercise, including training specific to after-school and extracurricular programs.

Pflugerville ISD depends upon city-county first responders for incident support and the Pflugerville

ISD Police Department, through an agreement with the City of Pflugerville, maintains 24-hour 9-1-1 emergency dispatch from which dispatch and coordination among area first responders occurs and where other vital information is conveyed. The non-emergency number for PflISD Police is (512) 670-5551.

The Extended Day Emergency Operations Plan is on file at the Extended Day program office at 1401-D West Pecan Street, Pflugerville, Texas. However, in the best interest of the EDP students and staff, much of this information is sensitive and cannot be reproduced or disseminated without permission from the Pflugerville ISD Coordinator for Safety and Emergency Management.

### **Parent Participation and Visitation**

Parents whose child participates in the Extended Day Program are always invited to participate in programs and events. Each site will periodically host special events. Parents will be notified of these events at each site on the communication board, through email messages, or by flier.

In the event a parent wants to participate, volunteer, or observe it is essential that (s)he check in with the Site Director and follow all PflISD regulations on visitors to the classroom. This will require a photo ID and the wearing of a name badge. The individual visiting must be authorized as a person eligible to pick up a child on the registration document.

While visitors are always welcome, the security of all children is of utmost importance in our operations. Therefore, we ascertain that it is the responsibility of the Site Director and Group Leader to manage student behavior. The visiting parent is not allowed to discipline or manage the children that are not his/her own.

### **Parent Communication About Policy Changes and Enrollment Procedures**

The PflISD Website hosts all Extended Day information regarding enrollment procedures and Program Policies. The parent handbook is also posted electronically on the PflISD website — [www.pfisd.net](http://www.pfisd.net). A courtesy hard copy is available to all parents at each Extended Day Site and at District Extended Day Program office. All policy changes regarding the Extended Day Program will be communicated via the district website. Additionally, changes will be posted at the campus site on the communication board.

Occasional fliers and periodic newsletters will be distributed and will include updates and/or policy changes along with general program information. Copies of the Minimum Standards for School Age and After School Programs from the Licensing Division of the Texas Department of Family and Protective Services are available at each Extended Day Site and in the PflISD Extended Day Program Office for parent access. There is also a link on the Extended Day Program page on the PflISD website [www.pfisd.net](http://www.pfisd.net).

### **The Department of Family and Protective Services**

The Department of Family and Protective Services (DFPS) inspects the PflISD Extended Day sites. These inspections will be posted for parent view at the Extended Day Site.

Parents may contact DFPS by calling (512) 908-9610 or through the website at [www.tdfps.state.tx.us/](http://www.tdfps.state.tx.us/) (There is a link on the Extended Day Program page on the PflISD website to this location).

You are entitled to view the following information. The most recent copies are kept on file in the District Extended Day office.

- The Texas Department of Family and Protective Services (DFPS) Minimum Standards

- The most recent DFPS Inspection/ Investigation Report
- Documentation of liability insurance
- The most recent Fire Marshal's Inspection
- The most recent Health Department's Sanitation Inspection
- The most recent Gas Pipe Inspection
- The Child-Care Center's Operating procedures (Parent Handbook)

### **Parent Concerns, Complaints**

Unfortunately there may be times when a parent finds it necessary to express a concern or issue a formal complaint regarding procedures, policy or other student related issues. In most instances, the concern is generally handled best closest to the problem. Therefore, our Extended Day Site Directors are available to meet by appointment with parents between the hours of 11:00 a.m. and 2:00 p.m. for formal conferencing pending campus duty schedules. The Site Directors may be available to meet with parents after 5:00 p.m. with notice. (Remember that during after school hours Site Directors have responsibilities to supervise children in the Extended Day Program).

If resolution is not arrived at with the Site Director, the parent may visit with the Extended Day office or the Assistant Program Director. To contact the Extended Day Program Assistant Program Director, please call the Extended Day office at 594-0148.

### **Reporting Child Abuse**

Safety of children is the concern of all school personnel and unfortunately there are times when abuse of a child is suspected. If this is the case, the suspecting individual is required to report it to the Texas Department of Family and Protective Services or to a law enforcement agency. Extended Day Program personnel are required to report suspected abuse within 48 hours.

This reporting can be done by phone at 1-800-252-5400 or on-line at <https://www.txabusehotline.org> Law enforcement is contacted in an emergency by calling 911.

### **Notice of Non-Discrimination**

Pflugerville ISD does not discriminate on the basis of race, religion, color, national origin, gender, sex, or disability in providing education services, activities, and programs, including the Extended Day Program.

For concerns regarding discrimination, please contact the Pflugerville ISD Executive Director of Student Affairs at (512) 594-0000.

### **Comments**

The Extended Day Program welcomes your comments and suggestions. Please email us at [extendedday@pfisd.net](mailto:extendedday@pfisd.net) or call our office at (512) 594-0148 to speak with the Extended Day Program Staff.

Thank you for your support and cooperation.