



CAPITOL LANGUAGE SERVICES, LLC  
PARENT HANDBOOK

Dear Families:

Welcome to Capitol Language Services (CLS). We are happy to continue to serve your community through our afterschool programs.

We are delighted to return to work in person and to resume our after-school activities with your children.

During the past few months, the situation has greatly improved especially with the widespread availability of vaccines. We hope that a vaccine will soon be available to small children.

While younger children do not appear to be the main carriers of coronavirus into the home, the risk of them doing so is not zero, therefore, CLS will continue to operate with COVID-19 rules and protocols.

How CLS is making sure that your children will attend after-school in the safest way possible?

**Health screening**

CLS will strictly follow DCPS guidelines, rules and procedures.

**Social distancing**

When indoors, CLS will keep the children apart as much as possible. Priority is given to outdoor games and activities.

**Mask wearing**

Staff members and children will always wear a mask when indoors.

**COVID- 19 rules and protocols**

We have laid out plans when a staff member or a child is diagnosed with COVID-19 or when they are exposed directly or indirectly to a person diagnosed with COVID-19. A detailed is available on our website.

**Communication**

Our teachers will make communication a priority by developing strong relationships within the school community.

**Participant agreement**

A Participant Agreement is available on our website. This is a comprehensive list of rules and protocols for parents and staff members.

Our mission will always be to create an educational, affordable, safe and high-quality environment for children after school, despite new rules and constraints. We intend to make your child's time at CLS an effective and enjoyable routine.

In August 2021, the programs will include activities such as: homework assistance, outdoor sports, and manual activities (arts and crafts). Enrichment classes (languages, art, STEM, dance, etc..) will be re-introduced later in the fall.

This handbook indicates our general policies. For specific COVID-19 protocols, please refer to the **Participant Agreement**.

Sincerely,

Cinzia Roveta – Program Director Capitol Language Services, LLC  
Emy Lloyd – Program Assistant Director for on-site programs Capitol Language Services, LLC  
Carla Albrespy – Program and Office Manager Capitol Language Services, LLC

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## **ADMISSIONS AND REGISTRATION**

Capitol Language Services does not discriminate on the basis of race, gender, religion, creed, color, national origin or source of payment. All children are welcome here.

The before-care and after-school program will open **August 30, 2021**.

Before a child is enrolled in CLS, parents must register on CLS' website [www.capitollanguageservices.com](http://www.capitollanguageservices.com). Registrations can be completed online, and payments made through a secure website.

For both options, at the time of registration, parents will pay for a month of tuition fees (most likely September tuition fees) plus a "deposit". The deposit will apply to the last month of tuition of your child, usually June the following year.

CLS requires tuition fees to be paid one month in advance. September 1<sup>st</sup>, 2021, tuition for the month of October 2021 will be due. Tuition payments can be set as recurrent by filling out [this form](#). The form has to be sent to [accounting@capitollanguageservices.com](mailto:accounting@capitollanguageservices.com).

**Please be advised that if we don't receive your payment by the due date, your child will not be admitted in the program and the spot will become immediately available to another student on our waitlist.**

Deadline to register for the before care or after-school programs is set on our website, on the page especially dedicated to your school.

If the deadline has passed and you register anyway, CLS won't be able to enroll your child. Your refund will be returned on your credit card and CLS will retain a \$35 fee for canceling your registration and for processing your refund.

CLS holds camps during DCPS Closing Days, Holidays, Winter and Spring and February break. CLS does not know yet if the school will allow camps inside the building. We will update our website as soon as the information becomes available and open registrations for DCPS closing days.

## **FEES AND TUITION PAYMENT**

Tuition at CLS is paid monthly via our website. One month of tuition is an installment equal to one tenth of the yearly tuition (September-June). This ensures that parents pay the same amount every month regardless of the number of days of instruction there is in a month. CLS does not bill on a per diem basis or prorate the month if your child is absent.

Drop-ins are not allowed for now. Until December 2021 CLS won't be able to offer enrollment for less than one month or for less than 5 days/week.

No credit is given for missed days due to illness, field trips, personal reasons, emergencies, vacation time, etc. even if CLS is notified in advance about those days.

## **COVID-19 AND TUITION FEES**

With COVID-19 uncertainty, CLS does not exclude the possibility that schools might be forced to shut down or that your child will be quarantined (in case of COVID-19 cases in the classroom, for example). If these unfortunate events happen and students must be out of school for more than 2 weeks, CS will issue a credit, which can be applied to future tuition fees only. If school shuts down for less than 14 days or if your child is absent for less than 14 days due to COVID -19 related issues, CLS will not be able to issue any credits.

It is CLS responsibility to pay its employees during those 14 days so the reopening of the program will be possible right after the school reopens.

CLS does not exclude the possibility of temporarily having to close a class or a program due to staff shortages. CLS will not be able to issue any credits unless the program your child attends will shut down for more than two weeks. If the program is closed for more than two weeks, CLS will issue credits that will only apply to future tuition fees.

### **FINANCIAL AID**

Capitol Language Services offers financial aid to students. You must request financial aid in writing and your application has to be accepted before the registration deadline for your school. For guidelines on how to request financial aid please e-mail [accounting@capitollanguageservices.com](mailto:accounting@capitollanguageservices.com).

If you request financial aid, you must complete all requirements included in the guidelines you will receive via email at least 2 weeks before the registration's deadline. Once we receive your documentation, we will determine the amount of financial aid granted to you so you can then register and pay via our website **by the registration's deadline**.

### **TERMINATION NOTICE**

If you find it necessary to withdraw your child from CLS, you must give a 30-day written notice of cancellation to the Program Manager: [accounting@capitollanguageservices.com](mailto:accounting@capitollanguageservices.com). CLS will not give any refunds for services that are not cancelled, in writing, with 30-day notice.

In case of withdrawal from the program before the start of the school year, CLS will retain the deposit and refund you the first month of tuition.

### **BEFORE CARE PROCEDURE**

Capitol Language Services offers before care from 7:30 AM to 8:30 AM.

Students will be given free choice of activities while waiting for the school to begin. Children will be dropped off at their teacher's line at 8:30 am.

### **AFTER-SCHOOL CHECK IN PROCEDURES**

At 3:15 p.m. children will be picked up at a meeting point in your school. Staff members assigned to different groups will perform the health screening.

**It will be the parents' responsibility to inform the school teacher about their child's enrollment in CLS and to give the teacher permission to release the child to CLS.**

**It will be also the parents' responsibility to send an email to CLS – [accounting@capitollanguageservices.com](mailto:accounting@capitollanguageservices.com) when their child will be absent from CLS.**

### **AFTER-SCHOOL DISMISSAL PROCEDURES**

In the afternoon, when picking up their child, parents will arrive the entrance of the program and call the CLS program coordinator on duty at the school. Your child will be brought outside by one of our staff members. Please be patient when waiting for your child to exit the program, as we may have many other children to dismiss at the same time.

At 6:00 pm sharp, all the children will be brought at the front door for dismissal.

An **AUTHORIZED PERSON** listed on the child's registration form must pick up the child from CLS. The authorized person may be asked to present photo identification. Any other person not

listed must have permission in writing from the parent or legal guardian and present photo identification before the child will be released.

**ONLY** the persons listed on your child's registration form are considered authorized. Family members, if not listed, are not considered authorized to pick up your child. Verification by the program manager will be made before any child is released to a person not listed on the registration form.

If necessary, parents will be responsible for presenting legal documentation in the form of a certified copy, regarding any custodial evidence or authority limitations of either parent or guardian (i.e. court order regarding custody.) Parents should never assume that this type of information is given to CLS by the school's administration. In the event that said parent/family member shall not have contact with the student per a court order, arrives for pick up, CLS will not release the child, will notify the authorities first and then contact the authorized parent/guardian.

### **SELF-DIMISSAL**

CLS understands that on occasion, families have reasons for which they need their child(ren) to self-dismiss. While CLS doesn't encourage self-dismissing, we want to provide some guidelines in the case it must occur:

Children must be in 4th grade and up to self-dismiss.

The self-dismissal permission must be received by CLS at least 24 hours in advance. Please provide set days and times (example: M-W-F at 4:30 pm.)

Arrangements for self-dismissal must be made via email. **Phone call permissions will not be allowed.** Only the program coordinator can authorize the dismissal on special circumstances.

Once parents' permission is received, it will be kept on file for the rest of the school year. Any changes to self-dismiss days or times must be done in writing.

Parents will be responsible to keep track of the time their children need to go home when they self-dismiss. After a student self-dismiss from the program, CLS is no longer responsible for the child.

If your child attends an activity **out of** your school's building, we must receive a written notification to let the child attend that activity, the child will NOT be released if a notification has not been received. Please send notifications here: [accounting@capitollanguageservices.co](mailto:accounting@capitollanguageservices.co) **Once a child is dismissed from CLS, the child will not be able to return.**

**Further instructions will be given to parents regarding your children attending an extracurricular activity inside the building (example: Murch Plus or Flex.)**

### **LATE PICK-UP**

Parents can pick up their children any time during the afternoon. The program closes at 6:00 PM and the children will line up at that time outside of the main entrance of the school. Children must be picked up on time. If an emergency arises, parents are expected to make arrangements so that their child will be picked on time and to notify the program coordinator accordingly. Please call the program's coordinator (the number will be communicated to you before the start of the school). If you are more than 5 minutes late. Fees for late pick-up are \$5 for up to 15 minutes, \$10 for up to half hour and \$25 for up to one hour. Late fees are payable the same day directly to the program's coordinator via check or cash.

### **SNACKS**

CLS does not provide snacks to the children. Families are asked to pack one or two snacks along with a water container for their child. **Due to many food allergies, children will not be allowed to share snacks and all snacks must be nut-free.**

### **EMERGENCY CLOSING PROCEDURES**

If DCPS schools are closed or close early due to severe weather conditions, there will be no CLS classes in the afternoon. CLS will cancel classes only if DCPS cancels afternoon activities.

### **ACCIDENT AND EMERGENCY PROCEDURES**

If your child becomes injured at CLS, the teacher in charge will administer simple first aid such as washing the injury, applying ice, and bandaging. The teacher will then fill out an injury report.

If the injury is serious, we will call the parent for instructions. If the injury requires the services of a doctor, the following procedure will be followed:

1. Call parent or guardian.
2. Call one of the persons listed on the emergency card.
3. In the case that the above two fails, we will call an ambulance or paramedic team and have the child taken to an emergency hospital with a staff person accompanying in the paramedic's van or ambulance. Any of the expenses incurred will be the responsibility of the child's parents or guardians.
4. If the injury looks very serious the Program Director might decide to call 911 before calling the parents.

For children with severe allergies and conditions, parents are required to leave medicines and EpiPens at CLS.

### **BEHAVIORAL MANAGEMENT**

During the early educational years, when children are developing different socio-emotional skills, parents, schools and afterschool programs become partners in guiding the children in development of good behavioral patterns.

To that end, CLS is committed to creating a safe and educational environment for the students who attend our programs. Achieving this goal involves working closely with parents, school administrators and the teachers of the children. Our intent is to develop consistent expectations of the behavior of the children, in the morning, at home and during after-school hours. For this, CLS implements different strategies, including the use of the same positive behavior support structures that school uses.

At the beginning of the school year and throughout the school year, children are reminded of the rules and expectations at CLS.

These rules include:

- Student must keep hands, feet, and objects to themselves.
- Student must show respect for staff and other students.
- Student must use acceptable and appropriate language.
- Student must remain with his/her assigned group in all situations.
- Student voice level/movement must be appropriate to the activity/setting

Below are the steps for how CLS engages with children who need behavioral guidance:

1. Children are given a first warning. The child is asked if they know why they are getting a first warning. If the child is unaware of the problem, it is explained to him/her in a gentle and understandable fashion. The teacher then redirects the child to another task or area to help resolve the conflict.

For example: if the child is throwing toys: they are not allowed to play with the toy. They are then directed to find a quiet activity choice.

If the child is having a conflict with another child, the two children are walked through conflict resolution by a teacher and the directed to play in separate areas.

Example of other situations that would imply a first warning: not following teacher's directions, running in hallways, refusing to share material, games or toys with other students, not including other students during games, etc.

2. Children receive a second warning. The child is again reminded that what they are doing or saying is not acceptable in class and once again they are redirected to a more specific area or task to help them.
3. Children receive a third warning. If they receive a third warning they must take a break from the activities.
4. Taking a break. In this situation, children go to the break spot quickly and calmly.
  - If the child is having difficulty being calm, we will work to help the child calm down and to regain focus and control while on the break. Techniques used include: deep slow breathing, counting to ten, drinking some water.
  - Once adequate time has passed, around 4 or 5 minutes, the teacher who placed the child in the break area will speak to the child and ask again if they knew why they had to take a break, and whether they feel ready to rejoin the group.
  - We have the child explain why they had to take a break and name 3 things they are going to do differently to rejoin the group. This may include: use listening ears, writing a card for a child whose feelings they hurt, using walking feet, etc.
  - If the child cannot think of anything the teacher may help him/her to brainstorm. For older children, the teacher can give the child more time and explain that when the child has an idea they may seek the teacher out and explain.
  - Coming back quietly and rejoining the group's work is the last step.
  - If there are other children getting involved, explain that the best thing they can do to help the situation is by leaving the other child alone, going on with the classroom activity as usual. Quietly welcoming the child back is important. A child taking a break should not disrupt the routine of other children.

If the child is physical with another child, a break is given right away for the child who did the injuring. The Director or Coordinator of the program is always notified of such conflicts. The teacher who saw the conflict talks with the child about what occurred. Depending on the severity of the incident, as deemed by an administrator, the child may be taken to the front desk and have their parents called to pick them up.

If there is an ongoing problem with a child who is struggling and needs additional support the Director of the program is notified so a plan can be discussed.

Incidents that involve risky behavior, physical incidents against other students and/or teachers, malicious pranks, inappropriate language or gestures to other students or teachers bullying, sexual harassment, verbal abuse, fighting, leaving the program/group without permission, physical attacks on fellow students or teachers, pseudo-threats to other students or teachers, acts of hate or violence to other students or teachers, theft and destruction of property, and other behaviors that CLS will

consider dangerous to other students or teachers; the program administrator and/or teacher will employ the following disciplinary actions:

One offense:

Parents will be required to pick up their child immediately after the incident.

CLS will organize a conference as soon as possible after the incident, usually the following day. Parents will be required to attend. All the parents of the children involved will be notified and an incident report will be issued as soon as possible.

During the conference we will discuss strategies that will help the child understand and correct their behavior. Full parental cooperation in reinforcing good behavior is necessary to make the changes stick. All CLS teachers will be informed and will help the child achieve the goals and the plan that were discussed during the conference.

Two offenses:

Parents are required to pick up their child right after the incident.

CLS will organize a conference the next day of the incident. Parents are required to attend.

All the parents of the children involved will be notified and an incident report will be issued as soon as possible.

During the conference, we will discuss the incident and the following consequences: two-day suspension from the program and separation of the child from the group for at least two weeks, reimbursement of damaged/stolen equipment or property, and other actions that CLS deems necessary to compensate for the physical or emotional damage that was caused by the incident. A specific plan to help the child overcome disruptive behavior will be discussed with the parents and CLS administrators. Full parental cooperation is requested to achieve the goals set in the plan.

Three offenses:

Parents are required to pick up their child right after the incident.

CLS will organize a conference the next day of the incident. Parents are required to attend, and the following consequences will be discussed: Permanent suspension of the child from the program with no reimbursement of tuition fees for the month.

All the parents of the children involved will be notified and an incident report will be issued as soon as possible.

In general:

CLS reserves the right to require the withdrawal of the student when, in the opinion of the Directors, such action will be in the best interest of the other students and/or the school.

Ongoing disruptive behavior will not be tolerated under any circumstance. If CLS believes that a constructive and positive relationship cannot exist or is impossible to achieve, parents will be asked to permanently remove their child from the program.

If CLS believes that repeated efforts by the program staff to help the child improve their behavior, along with parent interventions, are still resulting in disruptive or unsafe behavior, the student may be dismissed from the program.

**NOTICE OF SERVICE TO ALL STUDENTS**

CLS will make the necessary efforts to serve all students who attend the DCPS school where the program is held, unless:

- Accommodating the student will require fundamental alteration of the program
- The student possesses a direct threat to the health and safety of others

Before making any decisions, CLS will consider each student individually and determine whether it can offer what the student needs to thrive in the program. These factors include, but are not limited to:

- The student's ability to function in a large cafeteria, gym and open playground
- The student ability to function with a staff to student ratio of 1:13-20
- The student healthcare needs
- Any other relevant factors

As part of these considerations, parents are encouraged to authorize CLS to consult with teachers, school admin, etc.

Parents should note that, despite regular communication between CLS and DCPS schools, DCPS principals and teachers do not share any confidential information about students. This includes information about IEPs, allergies, custodial arrangements and any other relevant information about the child's well-being that is deemed confidential. Parents/Guardians are responsible for informing CLS of any needs/arrangements that are necessary to ensure the student's safety and success in the afterschool program. The information should be added to the registration form at the time of enrollment. After receiving the form, CLS will contact the parent/guardian to further discuss the information if necessary.

Capitol Language Services LLC is an independent organization that operates inside public schools in the District of Columbia. However, CLS is not an extension of DCPS and consequently, does not have access to services, specialized personnel, materials and others, that might be available to public schools during their regular hours. The same accommodations/services provided by the schools will not be available during CLS hours of operation.

### **BRINGING TOYS OR ELECTRONICS TO CLS**

Students are not allowed to bring toys to CLS as it is a distraction and often results in lost or broken toys. This includes trading cards, marbles, bey blades, stuffed animals and dolls. CLS provides sufficient items for children to play with for both outdoor and indoor recess. Electronic games or any other type of electronic entertainment devices are not permitted on school grounds.

All students may have cell phones on school grounds however they have to be kept in backpacks. The use of cellphones must occur in the presence of a staff member and for emergencies only. Telephones must be turned off in the homework room or during classes.

### **PARENT-TEACHER COMMUNICATION**

If parents would like to establish direct communication with teachers, they are always welcome to come and talk to the teachers at the end of the class. The teacher will assist them as much as possible in developing a strategy, so the student will have the proper guidance at home and school.

### **SICKNESS**

We work hard to forestall the spread of communicable illnesses in CLS. This can be a severe problem in any group environment, so please take the following responsibilities seriously.

**COVID-19 Specific rules for COVID-19 are in the Participant Agreement. Please consult that document in case of illness.**

## **MEDICATIONS AND TREATMENTS**

CLS follows the DCPS policy regarding administering medications and treatments to students. This establishes that only a nurse or a DCPS trained staff member are authorized to administer medications and/or treatments.

You can find the complete policy here: <https://dcps.dc.gov/health>

In the event that neither a nurse or a DCPS trained staff member is available, CLS will not be able to administer, monitor or ensure the proper administration of medications and/or treatments. In this case, parents will be responsible to arrange another alternative such as coming to the school and administering the medicine and/or treatment to their own child.